

## PURPOSE

The purpose of this policy and procedure is to clearly outline how fees are charged, what they cover, how fees are paid in advance. This complies with the Guidelines about Fees for the Skills First as per the VET Funding Contract. It also identifies the processes in place to protect the fees paid by students in advance.

## SCOPE

This policy and procedure apply to all enrolments in Victorian government subsidised training as well as fee for service.

## POLICY

In accordance with applicable State legislation, KAL Service. These charges are generally for items such as tuition fee, course materials or textbooks, student services and training and assessment services.

Tuition Fees for Skills First government-funded students are set in accordance with the Guidelines about Fees issued by the Department each year. Tuition fees will be based on a set rate per nominal hour in a student's course. Tuition fees may or may not be applicable to a course.

## FULL FEES STUDENT COURSES FOLLOW

KAL Training will **not accept payment of more than \$1500** from each individual Student prior to the commencement of the course. Payment is due on the day or prior (Max \$1500) to the commencement of the training/recognition.

KAL Training guarantees enrolment of training once full fee is paid. Students deemed Not Yet Competent in any unit, have an option to re-sit.

Given the benefits that training provides to individuals, students undertaking Training are required to contribute to the costs of their training. The amount of student out-of-pocket expense may vary depending on the course they undertake. The fee may be paid on student's behalf by an employer or another third party but cannot be paid by KAL Training.

The Fee Schedule and Statement of Fees are to include the following:

- standard and concession tuition fee rates, materials fees and the approximate value of the funding provided by government towards the course in which the individual is considering enrolment.
- the caveat that "The student tuition fees as published are subject to change given individual circumstances at enrolment"
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- code and title and currency of course/program that the learner is to be enrolled, as published on the National Register
- Training and assessment and related educational and support services that, KAL Training will provide to the learner including the:
  - Estimated duration
  - Expected locations at which it will be provided
  - Expected modes of delivery
  - Name and contact details of any third party that will provide training and or assessment and related educational and support services to the learner on the KAL's behalf (as applicable)

- KAL Training will publish on its website:
  - Standard fees for government subsidised training for each course it offers under the VET Funding Contract
  - the caveat that “The student tuition fees as published are subject to change given individual circumstances at enrolment”
  - details of any other fees including but not limited to student services, amenities, good or materials

### COURSE FEES

Course fees include Tuition, Materials and student amenities fees. Concession tuition rates are available under Skills First Program for concession card holders who meet eligibility requirements. Concession cards include commonwealth health card, Pensioner Concession. Eligible students who do not hold a concession card will pay basic the Basic Fee unless special conditions apply. All other students (i.e not eligible for government funding) are required to pay the Full fee.

<b>ADDITIONAL FEES</b>	
National Police Check (required Prior Enrolment)	\$ 42.00 ( <a href="https://www.afp.gov.au/what-we-do/services/criminal-records/national-police-checks">https://www.afp.gov.au/what-we-do/services/criminal-records/national-police-checks</a> )
Working with children check	\$121.40 ( <a href="http://www.workingwithchildren.vic.gov.au/home/applications/fees/">http://www.workingwithchildren.vic.gov.au/home/applications/fees/</a> )
<b>ADMINISTRATION FEES</b>	
Non-Refundable Enrolment Fee	\$25.00
Issue/ Replacement of Student ID	\$10.00
Resubmission of Assessment	\$20.00 (per unit)
Reissue of Certificate	\$40.00 (Per certificate)
Reissue of Statement of Attainment	\$40.00 (Per attainment)
Archive Search	\$40.00

### SKILLS FIRST STATEMENT OF FEES

The Student tuition fees published are subject to change given individual circumstances at enrolment

#### Concession Fees

For enrolments in courses at the Certificate IV level and below, the Training Provider must charge the concession fee (20% of the standard tuition fees) to an individual who, prior to the commencement of training, holds a current and valid:

- Health Care Card issued by the Commonwealth;
- Pensioner Concession Card; or
- Veteran’s Gold Card; or

- an alternative card or concession eligibility criterion approved by the Minister for the purpose of these guidelines.

**Please note:** The concessions provided also apply to a dependent spouse or dependent child of a card holder.

### Evidence of Fee Concession Entitlement

You must sight evidence of a student's entitlement to a Fee Concession and retain it for audit or review purposes in a way that meets the requirements set out in Clause 3.11 of these Guidelines. Unless you have another obligation to do so, you must not retain a copy of the concession card or the Centrelink Customer Reference Number when retaining evidence of concession entitlement for a Skills First student.

You may sight and retain evidence of Fee Concession entitlement by:

	Sighting:	Retaining:
a)	<ul style="list-style-type: none"> <li>• the original card;</li> <li>• correspondence from the card issuer confirming a concession is granted to the student and they may commence claiming their entitlement; or</li> <li>• the concession card displayed on a Digital Wallet through a Centrelink Express Plus mobile application on the cardholder's mobile device.</li> </ul> <p>The digital card may not be sighted via a screen shot of the card that is e-mailed or otherwise reproduced.</p>	<p>a written declaration attached to the student's file stating that the evidence has been sighted, showing the:</p> <ul style="list-style-type: none"> <li>• name of your authorised delegate who sighted the evidence;</li> <li>• date the evidence was sighted;</li> <li>• concession holder's name; and</li> <li>• card type.</li> </ul>

	Sighting:	Retaining:
<b>OR</b>		
b)	<p>the equivalent record of a concession card as extracted from Centrelink Confirmation eServices by you.</p>	<p>an extract from Centrelink Confirmation eServices showing the card type and the date the extract was made.</p>
<b>OR</b>		

c)	<ul style="list-style-type: none"> <li>• confirmation from a Gateway Service Provider<sup>2</sup> that it has connected to the Commonwealth Government's Document Verification Service (the DVS)<sup>3</sup> and verified that the student's name and concession card number match a current and valid record of concession entitlement in the DVS; and</li> <li>• information from the student about the type of concession card they hold, to confirm it is a type accepted by us.</li> </ul>	<ul style="list-style-type: none"> <li>• a transaction record generated by securely logging in to the administrative platform provided by the Gateway Service Provider, that shows:             <ul style="list-style-type: none"> <li>○ the concession holder's name; and</li> <li>○ that their name and concession card number were verified to match a current and valid concession entitlement in the DVS; and</li> </ul> </li> <li>• a record of the type of concession card the student holds, attached to the student's file<sup>4</sup>.</li> </ul>
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### **Indigenous Completions Initiative**

Under the Indigenous Completions Initiative, for enrolments in a course at any level the Training Provider must charge the concession fee to individuals who self-identify as being of Aboriginal or Torres Strait Islander descent (and are reported as such through the "Indigenous Student Identifier" field of the Student Statistical Report).

The Training Provider must retain a copy of the enrolment form on which the individual self-identified as indigenous.

### **Asylum Seeker VET Program**

Under the Asylum Seeker VET program, for enrolments in courses at the Certificate IV level and below, the Training Provider must charge the concession fee to an asylum seeker or trafficked person enrolled on or after 1 July 2016.

The evidence of eligibility for concession that should be sighted and retained by the Training Provider is:

- a. a validly endorsed referral form – Referral to Government Subsidised Training – Asylum Seekers from the Asylum Seeker Resource Centre; or
- b. a validly endorsed referral form – Referral to Government Subsidised Training – Asylum Seekers from the Australian Red Cross Victims of Human Trafficking Program; or
- c. where a TAFE Institute or Learn Local Organisation has confirmed a student's eligibility for the Program, evidence the individual holds a valid Visa type obtained by using the Commonwealth Visa Entitlement Verification Online.

### Refunds

The refund will be applied as follows:

#### **Cancellations prior to commencement of course:**

- If the participant withdraws from the course 14 days prior to its commencement, then any monies paid will be fully refunded, less the administration fee if any.
- If the participant cancels within a month of commencement, 50% of the tuition fee is refunded

If the participant cancels after 30 days of commencement of the course then there will be no refunds.

#### **If the Course is Cancelled by KAL Training**

If KAL Training cancels the course at any time during the period of a student's enrolment, the Institute will refund the fees for materials that have not been used prior to the date of cancellation. This only applies if students do not agree to be rescheduled into another course.

**NB: ANY OUTSTANDING FEES WILL BE RECOVERED AND, IF NOT PAID, LEGAL ACTION WILL BE TAKEN**

### PROCEDURE

All fees are to be confirmed prior to enrolment and the commencement of training. The amount to be charged for training and assessment services will be determined by the CEO and this will be consistently documented through all marketing materials and enrolment documentation (Enrolment Form).

CEO will organise to publish the 'Fee Schedule (Skills First Subsidised Training)' on the website. Should there be any changes to KAL's fees at any time, the CEO will be responsible for organising changes to the 'Fee Schedule (Skills First Subsidised Training)' and for ensuring the schedule is updated on KAL's website.

Students will be informed of the amount of the course on enrolment and required to pay their course fees/deposit to confirm their enrolment. The collection of the student fees will be documented by Administration in the Student File.

Student fees are protected by the KAL Training fair and reasonable refund policy and procedure which is provided to students prior to enrolment.

### Course fees

#### Procedure

##### **A. Deposit invoices – self/ employer funded students**

- All Fee Payers should pay their deposit/enrolment fee upon enrolment, preferably prior to course commencement. Raise an invoice for the amount in line with the payment schedule for the relevant course.
- Fee Payers have 30 days to pay an invoice.
- Keep a copy of the invoice on the student's file.

- **Fee instalment invoices – self/ employer funded students**
- Charge fee instalments in line with the relevant payment schedule for the course.
- Fee Payers have 30 days to pay an invoice.
- Keep a copy of the invoice on the student's file.

### B. Invoices

#### Government funded students

- Invoices should be raised in line with government-funded fees and as agreed to on the *Statement of Fees*. This will normally be received at the time of enrolment.
- If there are Credits applicable, the fees are reduced by the nominal hours x tuition fee per hour for the relevant units. This does not apply to materials fees.
- Apply concession rate if a copy of concession card, veteran's gold card or pensioner card is provided and is current at time of enrolment. Concession fee should be 20% of full government funded fee. Concession does not apply to materials fees.
- Ensure waivers are granted where there is suitable evidence – refer to the SKILLS FIRST Concession and Fee waiver policy and Guidelines about Fees for what evidence is required.
- Ensure correct tuition fee is reported in AVETMISS files

#### Full Fee-Paying Students

- Invoice should be raised as per the fees schedule
- If there are Credits applicable, the fees are reduced accordingly. This does not apply to materials fees.

### C. Receiving payments

- Payments may be made by EFT, Direct Debit, Cheque or Cash.
- Record payments against the relevant invoice on accounting system.
- Provide the student with a receipt.

### D. Processing Refunds – Where fees are paid

- If a course is cancelled by KAL Training, students who have been enrolled and paid their fees are to be automatically issued a refund. Notify them in writing and issue refund. Record on file.
- If a student withdraws from their course at least 14 days prior to commencing, automatically issue a full refund.
- Students who withdraw from their course can make a request for a refund in writing. A withdrawal form must be provided in order to issue a refund.
- If a student is eligible for a refund as per the policy above, a refund will be issued for any units the student has not participated in.
- Refund assessments are to be approved by the CEO.
- Notify the student in writing on the outcome of the refund application.
- Record refund in the accounting system and make payment of the refund.
- Keep a copy of the refund application on the student's file.

### Revision history

Revision	Date	Version	Description of modifications
1	March 2019	1.2	Change of Logo and inclusion of refund in the policy
2			
3			