

Purpose

This policy C procedures ensure consistency, fairness and transparency regarding fees, charges and refunds for students enrolled in a Skill First training. It also guides all staff to give sound advice to students on their rights and obligations regarding fees, charges and refunds. Our students are aware of the Fees, Charges and Refunds Policy C Procedure through the ALACC website, information Sessions held before course commencement and the Student Handbook.

This policy and procedure aim to ensure the obligations and rights of ALACC, and the students are set out and that the rights and protections defined through legislation and other standards are met. This will include monies payable and services that ALACC is obliged to provide to students:

- before enrolment and commencing a course or
- recovery of any outstanding fees; and
- refund arrangements.

This document also outlines ALACC's responsible approach to managing fees, charges, and refunds for students who:

- are eligible for subsidised, funded training under the Skills First Contract (this applies to applicant who fulfills the eligibility Criteria), including any current Skills First Programs, Initiatives or Waivers.
- undertaking nationally recognised training on a fee-for-service basis.

Definitions or Reference Documents

- *Statement of Fees (SoF)*: refers to the Fees breakdown provided to each applicant in ALACC website.
- *Skills First Funding Contract*: refers to the contribution paid to the ALACC if students have met the eligibility criteria set by the Department of Job, Skill, Industry and Regions .
- *Evidence of Fee Concession*: evidence of a Skills First Student's entitlement to a Fee Concession for Skills First subsidised training by Guidelines About Eligibility.
- *Evidence of Eligibility*: Evidence of an individual's eligibility for Skills First subsidised training by eligibility requirements set out in the Skills First Contract and the Guidelines about Eligibility.
- *Fee Concession*: a concession of tuition fees granted, or to be given, in circumstances where the Skills First Contract of the Guidelines about Fees specify that the Training provider must grant a concession of tuition fees to a Skills First Student.

• *Regulatory Standards means:*

- The AQF: Australian Qualifications Framework, The National RTO Standards.
- Any other guidance issued occasionally by the relevant regulator (ASQA) under its relevant standards.
- Record: means any 'document' within the meaning of the Evidence Act 2008 (Vic) that is created by the Training provider or any Training Provider Personnel or is in or enters the possession of the Training Provider or any Training Provider Personnel under or in the course of the Training provider performing its obligations under this Contract.
- *Skills First Entitlement:* the entitlement to a government-subsidised place in training for persons eligible by the criteria set out in the ACT or established under the ACT and reflected in the Skills First Contract.
- *Skills First Program:* the Victorian Government's program for funding individuals' Skills First Entitlement.
- *Statement of Fees:* a document for each Skills First Student that sets out fees and other information required by the National RTO Standards and the Guidelines about Fees.
- *Training Provider Personnel:*
 - All officers, employees, agents, and contractors (including subcontractors) of the Training provider; and
 - In respect of each contractor of the Training provider, all officers, employees, agents and contractors (including subcontractors) of that contractor

Who is involved in any way with the delivery or support of any of the Training Services or otherwise with the Training provider fulfilling its obligations under the Skills First Contract (including Skills First Teachers and administrative staff)

Fees s Charges

Skills First Fees, Charges and Refunds Calculation of Student Fees for Subsidised training at ALACC will calculate the application fee for students who are eligible for subsidised training under the VET Funding Contract as follows:

- Review the Skills funding allocation for the courses covered by the Funding Contract to identify the hourly rate payable for each qualification.
- Tuition fees are calculated as per the administration hours required for each course, as outlined in the Funded Programs Report.

Fee Concession Entitlement:

If a student has a Fee Concession entitlement in accordance with the Department of Job, Skill, Industry and Regions Fee guideline, ALACC will charge no more than 20% of



its published standard tuition fees for courses. Concession rates are inappropriate for the non-funded courses. `

If applicable, ALACC will allow Fee Concessions on standard tuition fees to a student, before commencement of training, who holds a current and valid:

- a) A student is entitled to a Fee Concession if they hold a current:
- a) Health Care Card issued by the Commonwealth.
 - b) Pensioner Concession Card; or
 - c) Veteran's Gold Card.

A dependent spouse or dependent child of a cardholder is also entitled to the Fee Concession.

Students may also receive a Fee Concession if they are eligible for one of the Government initiatives specified in Clause 3.12, regardless of whether they hold one of the cards specified above.

ALACC must see and retain copies of evidence of a student's entitlement to a fee concession before course commencement, as shown in the table below.

Proof of a student's entitlement to a Fee Concession will be scanned and uploaded into the student's record in the SMS or verified via a DVS (Document Verification Service). A Grace Period of one week after the course commencement date will apply if you do not have your concession card available before the course commencement date.

Evidence will be kept that enables the Department to confirm the student's Fee Concession entitlement for audit or review purposes and meets the record-keeping requirements per Clause 3.10 of the 2024 Guidelines

ALACC will see and retain evidence of Fee Concession entitlement by:

Sighting	Retaining
a) the original card; • correspondence from the card issuer confirming a concession is granted to the student, and they may commence claiming their entitlement; or • the concession card displayed on a Digital Wallet through a	A written declaration attached to the student's file stating that the evidence has been sighted, showing the: <ul style="list-style-type: none">• name of your authorised delegate who sighted the evidence.• date the evidence was sighted.

Centrelink Express Plus mobile application on the cardholder's mobile device. The digital card may not be sighted via a screenshot of the card that is e-mailed or otherwise reproduced.	<ul style="list-style-type: none"> • concession holder's name; and • card type.
b) OR the equivalent record of a concession card as extracted from Centrelink Confirmation eServices by you.	OR) an extract from Centrelink Confirmation eServices showing the card type and the date the extract was made.
OR c) confirmation from a Gateway Service Provider ² that it has connected to the Commonwealth Government's Document Verification Service (the DVS) ³ and verified that the student's name and concession card number match a current and valid record of concession entitlement in the DVS; and • information from the student about the type of concession card they hold, to confirm it is a type accepted by us.	OR a transaction record generated by securely logging in to the administrative platform provided by the Gateway Service Provider that shows: o the concession holder's name; and o that their name and concession card number was verified to match a current and valid concession entitlement in the DVS; and • a record of the type of concession card the student holds, attached to the student's file number.
For students on a Payment Plan who have been granted a Fee concession, ALACC does not need to re-check their Fee Concession entitlement each time a new invoice is issued for an instalment amount.	

Fee Waive:

As part of the enrolment process, Victorian-based students will have a phone eligibility interview to assess their eligibility for Skills First funding. This assessment will also determine whether any current Skills First Programs, Initiatives, or Waivers are applicable based on the applicants' current circumstances.

ALACC can offer the below-listed Programs, Initiatives or Waivers under the VET Funding contract 2024-2025:

- Asylum Seeker VET Program
- Aboriginal Access Fee Waiver

VET Student Loans

Where a Skills First Student is also accessing VET Student Loans to pay their tuition fee, ALACC inform the department and Skills First Student if we charge a tuition fee in excess of your published standard tuition fee.



Payment of Fees – ALACC:

- Does not collect tuition fees directly from students in advance. If an organisation needs to pay in advance, any advance payments will be held in a holding account until students complete each module.
- All students must pay the application fee before the application closing date for their course but not before funding has been approved.
- Invoices students the total tuition fee upon commencement of enrolment.
- Students are required to pay the total tuition fees in four instalments.
 - The first instalment of all courses is invoiced during the first week of commencement and must be paid within 14 days.
 - The second instalment is to be paid in Month 4.
 - The third instalment is to be paid in Month 7.
 - The Final instalment is to be paid in Month 12.
- Tuition fees must be paid within 14 days—this is included on the initial invoice.
- Course fees paid in advance from business organisations will be held in a separate bank account that can only be drawn down when the student commences. The course fees are held separately from the day-to-day operating expense accounts so that if a refund is payable before the student starts, the refund can be made as per the processes outlined in this policy and procedure in a timely without impacting the business's financial operations.
- Will offer a flexible payment plan for students who have financial difficulties.

Fees and Charges

- Prospective and current students are advised of the fees associated with a course before enrolment.
- Information about fees is available on the ALACC website
- During the enquiry stage, students will be provided with a Statement of Fees that includes, at a minimum:
 - The code, title and currency of the program.
 - The total cost to them for the program, considering any Fee Concession or Fee Waiver entitlement if eligible for subsidised training under Skills First.
 - The approximate value of the government contribution expressed in dollars if eligible for subsidised training such as Skills First.
 - Any other applicable fees, such as membership fees, textbooks, etc.

- Wherever ALACC collects fees directly from a Student, it will provide or direct the student to information before enrolment specifying:
 - All relevant fee information, including fees that must be paid to ALACC, describing all costs associated with the course; how and when fees must be paid; how to request a refund, conditions under which a refund would be provided, payment terms and conditions including application fees and refunds and details of the potential for fees to change during the student's course as relevant.
 - Student's rights as a consumer under Australian Consumer Law (ACL).
 - There will be a two-week cooling-off period two weeks before course commencement.
 - Student's right to obtain a refund for services not provided by CEAV Institute in the event of:
 - ▪ Arrangement is terminated early; or
 - ▪ CEAV Institute fails to provide the agreed services • Refund information is outlined on the website and in the Student Handbook.
 - Tuition fees are non-transferable to other students or other institutions.

Inclusions in Course Fees

- Unless otherwise specified, course fees include all the training and assessment required for students to achieve the qualification or course they are enrolling in.
 - Tuition fees will clearly itemise tuition, as well as application fees. o Tuition fees include the learning materials, such as study guides, PowerPoints, reading material, eBooks etc....
 - Course fees include the issuance of a testamur and record of results and/or statement of attainment.

Additional fees and charges.

Additional fees will be charged for:

o Any optional textbooks and material that may be recommended but not required for a course. If textbooks are lost and need to be replaced, the student must cover the cost of the replacement materials.

:55 for reprinting certificate.

Refer to the ALACC website for additional fees.

Payment Plans

- Flexible payment plan arrangements are available if a student is experiencing financial hardship.

- Once their payment plan has been approved, students are required to complete a Payment Plan Agreement Form. The accounts team will provide this upon request.
- The amounts documented on the Payment Plan are directly debited from the student's account as per the agreed dates documented.

Student Fees

Form A Student Fees Form is provided to students along with enrolment documentation and must be completed and returned prior to the commencement of the course. Failure to complete the form correctly may delay the student's commencement.

The Student Fees Form provides the following information about the Payment Options:

- Code and Title of the course that the student has enrolled in
- Student name and contact details Payment Options:
 - Option 1 – Student to pay all course fees
 - Option 2 – Employer to pay all course fees before course commencement o
 - Option 3 – Course fees will be covered by funding
 - Option 4 – Course fees will be split between student, employer and funding, depending on individual circumstances*

*Option 4: Each party will be invoiced the relevant tuition fee component as agreed upon. Employers are to indicate on the Student Fees Form the amount of the tuition fee they have agreed to pay.

- Invoices will be sent to the relevant parties upon course commencement or prior if specifically requested.

Late Fees and Non-Payment of Fees

- Students experiencing difficulty paying their fees are invited to email accounts who will advise the COE/Director of Studies to make alternative arrangements for payment during their period of difficulty. Refer to Payment Plans.
- The Finance Department will email two reminder letters for overdue fees to the student who fails to pay their fees on time.
- Continual non-payment of fees after the second reminder will result in the notification of termination of the student's enrolment.
- Accounts will issue a NOTICE if overdue fees are not paid within seven days of the second reminder letter being sent.
- Students have 14 days to pay the outstanding amount or make arrangements with the Accounts Department.



- If the accounts team cannot arrange, the debt will be sent to our collection agency. Costs for collection by an agency will be added to any debt remaining.
- Non-payment of fees without a payment plan will result in the following actions: Agency costs will apply.
 - Issue a suspension of the study
 - Remove access to resources and computer systems
 - Withhold academic transcripts and qualifications
 - Terminate the Student's Enrolment
- If students have not paid their tuition fees in full, the Finance Department will undertake two attempts to contact the student to recover unpaid tuition fees.
- If fees are not paid, the Finance Department will escalate to their debt collection agency to collect outstanding payments.

Course Fees and Charges

The Statement of Fees document lists and explains all course fees for each course.

Document Control

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