Purpose
This procedure is to ensure that the principles governing the collection of fees and charges for Victorian Government Subsidised enrolments are implemented and adhered to in accordance with the Skills for Victoria 2015 VET Funding Contract – Victorian Training Guarantee Program and the 2015 Guidelines about Fees. The procedure also covers the guiding principles governing the collection of fees and charges for Non-Government Subsidised (Fee for Service) and Short Course programs.

Scope
The procedure applies to all staff who have contact with students applying to enroll with NorthEd International College (NorthEd). The procedure should be read in conjunction with WI19 Determining Student Eligibility for VTG and WI21 Processes for Asylum Seekers and Victims of Human Trafficking Accessing Government Funded Vocational Training.

Statement
NorthEd International College guarantees to provide training and assessment services that students have paid for (refer to refunds policy below and student handbook). Students will be provided the details of all fees including course fees, administration fees, materials fees and any other charges; payment terms, including the timing and amount of fees to be paid and any non-refundable deposit/administration fee; All fees paid in advance by students or third party (where applicable) will be separately identified and accounted for within NorthEd International College’s accounts. Cash reserves will be maintained to ensure a full refund of fees (where applicable) are available to relevant individuals or third party who paid the refundable fees.

Procedure
1) Government Subsidised Training

Eligibility for Government Subsidised Training (VTG)
Students applying for government subsidised training must first be assessed against the requirements for eligibility for the VTG. They must:
- complete all questions on the enrolment form
- complete in hard copy or electronically, the information and declarations specified in the 2015 Evidence of Eligibility and Student Declaration form
- provide hard copy original or original certified photocopies of the evidence of eligibility specified in the 2015 Evidence of Eligibility and Student Declaration form

Concession Fees
Students eligible for government subsidised training may also be eligible for a concession on the standard hourly tuition fees. Concession fees are charged at 20% of the published standard hourly fee. Concession fees are currently applicable to individuals who hold one of the following concessions cards or status at the time of enrolment:
- Commonwealth Health Care Card; (and dependant children and dependent spouse)
- Pensioner Concession Card; (and dependent children and dependent spouses) and
- Veteran’s Gold Card holders; (but not their dependents)
- Indigenous students

NorthEd must sight original documentation and retain a copy (electronically or hard copy) of the evidence of concession either:
- Electronically as produced via a screenshot generated by the cardholder’s mobile device where the concession card is presented via a Digital Wallet through Centrelink Express Plus mobile application; or
- In hard copy or electrically scanned where a physical concession card is presented.
**Note:** Where a concession card is presented via a Digital Wallet the card must be sighted and authenticated by viewing the card directly on the cardholder’s mobile device. Emailed screen shots or photographs will not be accepted.

**Note:** Concession fees only apply to Diploma courses where an individual has identified themselves as an indigenous student.

**Note:** The relevant Concession/Fee Exemption identifier must be applied to the students’ enrolment record on VETtrak, and reported in the NAT00120 file to SVTS.

**Job Seeker Referral**

The Job Seeker Referral form should be used when a Job Services Australia (JSA) Provider wishes to refer a job seeker to a government subsidised training place in Victoria. The Job Seeker Referral Form is only applicable to Certificate IV and below and must be obtained directly from a JSA provider by the student. NED is required to complete Section C of the form, retain a copy of the completed form in the student file. The job seeker is to be charged the concession tuition fee and the JSA provider the portion not covered by the Job Seeker. The JSA may elect to pay all costs for the job seeker's enrolment. The referral form should be returned to the JSA provider together with an invoice for the agreed costs.

**Note:** Enrolments for Job Seeker Referrals are not eligible for the concession tuition contribution (foregone revenue) so must be charged the full fee.

**Note:** Enrolments under a JSA referral must be reported to SVTS in the NAT00120 file as J or K Fee Concession / Fee Exemption Identifier.

**Fee Waivers / Exemptions**

Fee waivers or exemptions may be granted for government subsidised training up to Certificate IV, for the following reasons:

- Where fees have already been paid for by an arrangement between NorthEd and another educational institution.
- Where the student is exempt from fees due to a condition of special government funding.
- Where the student is from Judy Lazarus Transition Centre (as a prisoner within the meaning of the Corrections Act 1986). Written confirmation is required.
- Where the student is a young person required to undertake the course pursuant to a community based order made under the Children, Youth and Families Act 2005. Written confirmation is required.
- Where NorthEd feels that paying the tuition contribution or other fees would cause a student extreme hardship. NorthEd makes the determination about extreme hardship on a case by case basis. The extreme hardship application must be made in writing addressed to the CEO. Approved applications must be retained in the student file.

**Unpaid Fees**

Prior to issuing Qualifications/Statements of Attainment, the Student Records Manager will ensure that all fees and charges have been paid in full. Issuance will be withheld, pending payment of outstanding fees.

**2) Fee for Service Training**

Fee for service course fees will be applied when a student is not eligible for government subsidised training. The charges for fee for service courses are determined by NorthEd and may vary depending upon the course to be enrolled. The course fees are calculated using an hourly rate multiplied by the course hours. The fee for service rate is inclusive of all tuition, service and materials fees for the training to be undertaken.

There are no eligibility criteria for fee for service training, and concessions do not apply. Fee exemptions may be granted by the CEO.

Short courses will attract a fixed fee which may vary for different courses. Current course fee rates are listed on the Statement of Fees and Charges Schedule.
3) Payment of Fees

Fees are due before the start of the course* and students will be invoiced on enrolment. A purchase order is required where a third party is paying the fees. NorthEd International College will protect any money paid by students in advance of their course.

*If course fees are above $1500, the full fee will not be due before commencement. A payment schedule will be negotiated with individual students.

4) Refunds

NorthEd International College Default

NorthEd International College will refund course fees paid by the student in the event that:

- The course does not start on the agreed starting date.
- The course stops being provided after it starts and before it is completed
- The course is not provided fully to the student because the College has a sanction imposed by a government regulator
- If the course defaults, refunds will be granted in accordance with in this policy

Government subsidised tuition fee

Where a written withdrawal notification is received prior to the course commencement a full refund of tuition fees, less a $50.00 administration fee, will be paid.

Withdrawals received after course commencement may be eligible for a 50% refund of tuition fees, less a $50.00 administration fee. Written withdrawal notification setting out the reason for the withdrawal and refund request must be accompanied by supporting documentation where applicable. (eg. Doctors letter)

Full refund will be available to students who withdraw to accept an offer of a place of study from another Educational Institution. The letter of offer from the alternative Institution must be submitted for the refund to be paid.

Applications for special consideration for payment of a full refund may be considered and must be made in writing addressed to the CEO.

Note: Completion of SR QF98 Client Withdrawal Form required for withdrawal after commencement. Student signature is not mandatory on this form.

Note: When the tuition fee is $0.00, the $50.00 administration fee will not be applied

Fee for Service

Refunds of 100% will be available to students who withdraw up to 5 days prior to the commencement of a course.

A refund less a $50.00 administration fee will be provided if notification of withdrawal is received within 1 day prior to the commencement of a course.

A full refund will be paid for courses cancelled by NorthEd International College.

5) Incidental Charges

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Quality Documents

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<tr>
<td>WI 19</td>
<td>Determining Student Eligibility for VTG</td>
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<tr>
<td>WI 21</td>
<td>Processes for Asylum Seekers and Victims of Human Trafficking Accessing Government Funded Vocational Training</td>
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<tr>
<td>SR QF98</td>
<td>Student Withdrawal Form</td>
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Records

Enrolment Form
Evidence of Student Eligibility and Student Declaration
Job Seeker Referral Form
Student Withdrawal Form

Review
This policy will be reviewed every year (or more frequently as required – from audit, complaints, and non-conformances) or as new or changing processes, technologies, or products or customer requirements are introduced.

Reviewed 02/09/2014 Student Records Manager
Reviewed 12/09/2014 Student Records Manager
Reviewed 06/11/2014 Student Records Manager
Reviewed 25/02/2015 Student Records Manager

Authority

Student Records Manager