
FEES and CHARGES POLICY

PURPOSE

To set out clearly the policy and procedures for fees, charges and refunds at Lalor Living & Learning Centre (the Centre).

SCOPE

This document refers to accredited and pre-accredited courses and local programs (including fee-for-service courses and other activities). This policy should be read in conjunction with the Enrolment Policy. For childcare fees, see Childcare Policies and Procedures.

POLICY

Lalor Living & Learning Centre is committed to a fees and charges policy that aims to enhance the financial viability of the Centre while mindful of access and equity principles for participants.

It is the policy of this Centre to conform to the guidelines for fees and charges set out in the current *Guidelines about Fees* under the Victorian Training Guarantee for accredited and nationally recognised programs, and the current ACFE Board Purchasing Package for pre-accredited programs. Fees for other local programs will be set by the Centre so that they meet the Centre's need for financial viability and are fair and equitable for local participants.

ACCREDITED AND PRE-ACCREDITED COURSES

Tuition Fees

Where possible, students are encouraged to pay fees in advance for a full course or qualification, except when the full fee exceeds \$1,000 (non-resident students are exempt from this restriction). Fees are to be paid annually or on a semester basis, provided that no more than \$1,000 is paid by an individual learner in advance. Following course commencement, the Centre may require payment of additional fees in advance from the learner but only such that at any given time, the total amount required to be paid which is attributable to tuition or other services yet to be delivered to the learner does not exceed \$1,500 (AQTF Condition 5, Option 3). If enrolling at the beginning of a year, payment is to be made during enrolment week, or as close as possible to the commencement of semester.

Fees paid in advance will be kept securely or insured appropriately according to both AQTF Conditions and VRQA guidelines.

Students are entitled, at no additional cost, to a formal Statement of Attainment on withdrawal, cancellation or transfer, prior to completing a qualification or accredited course, provided the student has paid in full for the tuition related to the units of competency to be shown on the Statement of Attainment.

Where fees are outstanding, certification will be withheld until such time as fees for the specific course or unit have been paid in full.

For pre-accredited courses funded by the ACFE Board, tuition fees will not exceed the current maximum hourly rate set by the ACFE Board, as published on the Department of Education and Early Childhood Development website – www.education.vic.gov.au.

For training and further education to be undertaken in the current year, please refer to the current schedule of fees or brochure for current tuition fees.

Concessions

A concession fee is available to clients who hold a:

- Commonwealth Health Care Card
- Pensioner Concession Card
- Veteran's Gold Card

Dependant partners or children of Health Care Card and Pension Card (but not Veteran Card) holders are also eligible for concession fees.

For enrolments in accredited courses and nationally recognised qualifications / units of competency, the concession fee is calculated at 20 per cent of the standard government-subsidised fee in the same course.

For enrolments in pre-accredited courses, the tuition fee for individuals eligible for a concession is capped at a maximum of \$50 per course.

No concessions apply if fees are covered by a Commonwealth Government Agency or as part of a Commonwealth Program or initiative, even if the applicant is a card holder who would normally access a concession.

Student Services and Amenities Fees

Student Services and Amenities Fees (SSAF) and Materials Fees are charged to recover the cost of student services, amenities and materials used in courses:

- the Centre will give details of the fee prior to enrolment
- the fee will be collected and expended for the sole purpose of providing facilities, services, course materials or activities of direct benefit to learners at the Centre.

Recognition of Prior Learning Fees

Learners may be charged fees to recover the actual cost of assessment of recognition of prior learning for the purpose of the course if conducted at the request or with the consent of the learner, and details of the fee are given prior to enrolment.

Other Non-academic Fees

Learners may be charged fees to:

- recover the cost of providing goods or materials for their personal use, to be retained as his or her private property, as long as the learner is permitted to use equivalent goods or materials obtained from sources other than the Centre
- recover the actual cost of an excursion or field trip, or other incidental goods and services provided in support of a learner's tuition
- the Centre will give itemised details of any of these fees prior to enrolment

Asylum Seekers and Victims of Human Trafficking

Individuals referred to training under the Asylum Seekers and Victims of Human Trafficking Initiative must meet all Victorian Training Guarantee eligibility criteria except the citizenship/residency requirements set out in the current *VET Funding Contract*.

Asylum Seekers and Victims of Human Trafficking referred by the Asylum Seeker Resource Centre (ASRC) or the Australian Red Cross (ARC), for an accredited or pre-accredited course at the Centre, will have their fees paid by the referring agency, according to provisions made for referral, eligibility, data collection, reporting, record keeping and invoicing. (See also current *VET Funding Contract, Guidelines about Determining Student Eligibility and Supporting Evidence and Enrolment Policy*).

Hardship

The Manager has the discretionary power to waive or reduce tuition fees for accredited and pre-accredited programs in cases of extreme financial hardship. The reasons for these waivers or reductions in fees will be documented and confidentiality will be maintained.

Secure Funds

Sufficient funds to cover possible refunds to learners will be kept securely or insured appropriately according to both AQTF Conditions and VRQA guidelines.

LOCAL PROGRAMS

Fees

Fees for local programs are worked out taking proper account of all the costs of offering the program, the need to maintain and enhance the financial viability of the Centre, sponsorship arrangements and the realities of the local economy. Fees (including clear statements about materials or other additional costs) are published in the current brochure and/or course flyer.

Concessions

Concessions do not apply unless indicated in the relevant brochure. If a concession fee is indicated, it is granted on the same basis as those for accredited and pre-accredited courses (see list of eligible concession cards above). Any further concessions will be at the discretion of the Manager.

Hardship

For learners experiencing hardship, the Manager has the discretionary power to reduce or waive fees for local programs. Decisions to waive or reduce fees will be documented and confidentiality will be maintained.

Refunds

Refunds do not apply to fee-for-service courses unless the Centre cancels a course. In this case, the Centre will refund pro-rata fees paid for the part of the course not delivered. If a learner withdraws from a course any later than three days before the commencement of the course, they may not receive a refund.

At the discretion of the Executive Officer, the Centre may grant refunds in any other circumstances. Any refund (full or partial) will depend on the financial viability of the course, and the final decision will be made by Executive Officer.

Relevant Documents

Enrolment Policy
Financial Management Policy
Refunds Policy

Document History

Victorian Training Guarantee *VET Funding Contract, Guidelines about Determining Student Eligibility and Supporting Evidence* and *Guidelines about Fees*.

ACFE Board Purchasing Guidelines

AQTF Essential Conditions and Standards for Continuing Registration.

VRQA Guidelines

Policy/Procedure name	Fees and Charges	Version	2
Policy number		Date developed	Dec 2017
Drafted by	Executive Officer	Approved by CoG	TBA
Responsible person	Executive Officer	Scheduled review date	Dec 2019
Policy Area	Operational		