

Name: Fees and Charges Policy and Procedures

Endorsed by: Continuous Improvement Committee

Date approved: 29th July 2019

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PURPOSE

Dynamic Learning Services (DLS) is entitled to charge fees for services provided to students undertaking a course of study and for other services the college may provide. These charges are generally for items such as tuition fees, enrolment fees, course materials, text books, student services and other related training and assessment services. The transparency, governance and management of fees and charges are integral to financial transparency and ensuring students' rights and responsibilities are fully explained and maintained.

The following policy outlines DLS Fees and Charges Policy identifying processes and systems for financial transparency and maintenance of student's rights and responsibilities. The policy outlines the roles and responsibilities of both staff and students and the expectations of each and should be read in conjunction with the DLS Refund Policy and Procedures.

SCOPE

DLS Fee and Charges Policy applies to staff (general staff, vocational educators and contractors) students and employers.

RELATED DOCUMENTS

- Enrolment Form
- Student Handbook
- Refund Policy and Procedures
- Smart and Skilled Contract Terms and Conditions; Schedule of Prices, Fees and Subsidies and Fee Administration Policy 2017
- Government of Western Australia Department of Training and Workforce Development VET Fees and Charges Policy 2018
- Complaints and Appeals Policy and Procedure
- Pre-enrolment Information
- Refund / Withdrawal / Deferment Request Form

RELEVANT STANDARDS AND GUIDELINES

The Fees and Charges Policy addresses the Standards for Registered Training Organisations (RTOs) 2015 – Clauses 3.3, 5.3, 7.3 and Schedule 6.

ADDITIONAL REFERENCES

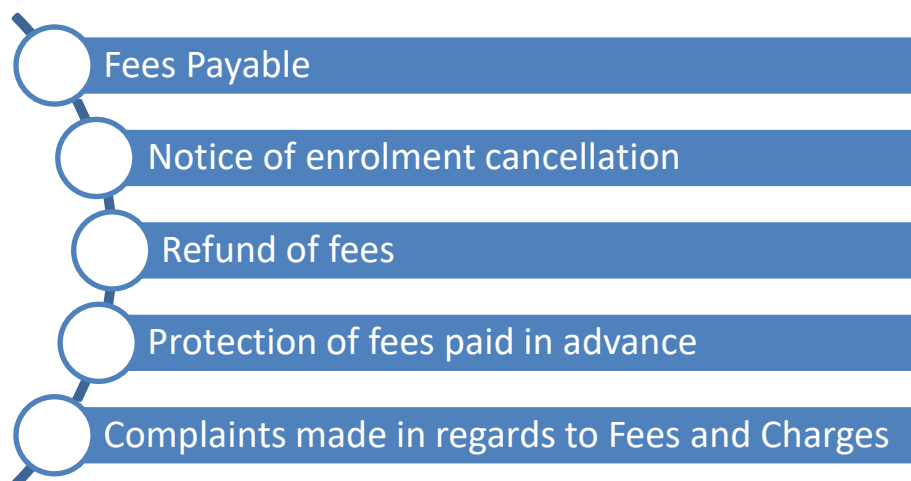
- Government of Western Australia Department of Training and Workforce Development VET Fees and Charges Policy 2019
<https://www.dtwd.wa.gov.au/sites/default/files/uploads/VET-Fees-and-Charges-Policy-2019v2.pdf.pdf>
- Smart and Skilled Contract Terms and Conditions 6th May 2019
https://www.training.nsw.gov.au/forms_documents/smartandskilled/contract/contract_2020.pdf
- Smart and Skilled Fee Administration Policy, Version 2.2, 3rd June 2019
https://www.training.nsw.gov.au/forms_documents/smartandskilled/contract/fee_administration_policy_2020.pdf
- Smart and Skilled: 16th April 2019 Prices and Fees V8.6
https://www.training.nsw.gov.au/forms_documents/smartandskilled/prices_fees/prices_fees_v8.6.pdf

DEFINITIONS / ACRONYMS

Accountable Officer	Group General Manager
Commercial program	A program where students are charged and required to pay a course fee on enrolment.
Concession fees	Concession fees are discounted fees for disadvantaged students. Evidence of eligibility is requested on application
Credit Transfer	Credit transfer is a process that provides students with agreed and consistent credit outcomes for components of a qualification based on identified equivalence in content and learning outcomes between matched qualifications. Credit transfer is a process that provides credit for a unit of competency previously achieved
Deferment	Students defer their studies by either delaying commencement or taking time out before completing their course.
Fee-Free Scholarships	The NSW Government's Smart and Skilled Fee-Free Scholarships apply from 1 July 2015. Available for people aged 15-30 who meet the Smart and Skilled criteria and are concession-eligible may apply for a government subsidy which covers their Smart and Skilled course fee.
Severe financial hardship	A financial situation where an individual is unable to meet the costs of daily living if they were to pay an enrolment fee either up front or through a payment plan
Government subsidised program	A program where the Department of Education subsidises the students course fees. Students are required to pay an enrolment fee. Fees are predetermined by NSW DEC (eligibility criteria applies)
Recognition of Prior Learning (RPL)	Recognition of Prior Learning (RPL) means an assessment process that assesses the competency/s of an individual that may have been acquired through formal, non-formal and informal learning to determine the extent to which that individual meets the requirements specified in the training package or VET accredited courses.
Student	A person enrolled or engaged in the application process.

POLICY

DLS applies a systematic approach to fee collection and the refund of fees. This approach includes:



1. Fees payable

Fees vary for different training programs. The determination of course fees are dependent on program duration, modality, requirements and commercial viability.

The Group General Manager is responsible for approving the DLS Schedule of Fees and Charges. As a minimum the Schedule of Fees and Charges includes:

- The total amount of all fees including course fees, administration fees, material fees and any other charges for enrolling in a training program.
- Payment terms, including the timing and amount of fees to be paid and any non-refundable deposit/administration fee.
- The nature of the guarantee given by DLS to honour its commitment to deliver services and complete the training and/or assessment once the student has commenced study.
- Discounts, fee reductions or exemptions available for multiple enrolments, concession card holders, continuing students, group bookings etc.
- Fees and charges for additional services, including such items as issuance of a replacement qualification parchment or statement of results and the options available to students who are deemed not yet competent on completion of training and assessment.

For Government subsidised programs conducted in NSW, fees are listed in the NSW Department of Education and Communities Smart and Skilled: 2018 Prices and Fees. For programs conducted in Western Australia course fees are determined based on the Government of Western Australia Department of Training and Workforce Development VET Fees and Charges Policy 2018.

2. Replacement of text and training workbooks

Students who require replacement of issued text or training workbooks will be liable for additional charges to cover the cost of the replacement.

3. Reissuance of certificates

Where a student has lost or misplaced an issued certificate DLS will charge the Graduate a fee of \$35.00 to reprint/reissue the certificate. Information relating to the reissuance of certificates can be found in the Student Handbook and in the Schedule of Fees and Charges.

4. Payment of Fees

To ensure students are well informed of the financial considerations of their enrolment, DLS provides fee information to each student prior to enrolment:

DLS Schedule of Fees and Charges is explained by staff to students/employers on course application and prior to the payment of Fees. The full schedule of fees and charges is also available at <http://www.dynamiclearningservices.com.au/>

4.1 Protecting fees being paid in advance

DLS acknowledges that it has a responsibility under Standard 7.3 and Schedule 6 to protect the fees paid by students in advance of their training and assessment services being delivered. To meet our responsibilities DLS does not require students to prepay any fees in advance greater than \$1500.00.

5 Payment of fees – Financially disadvantaged students

To minimise the financial barriers to vocational education and maximise education related opportunities DLS on request can conduct an individual assessment of a student's financial capacity to pay enrolment fees. The assessment would include the student providing appropriate evidence. The outcome of a student's financial assessment can lead to either the waiving of fees, students being charged a concession fee or the utilisation of customised payment plans. Waiving fees may not be applicable due to funding contract requirements.

6 New South Wales Subsidised Training

NSW Department of Education and Communities Smart and Skilled Fee Administration Policy outlines fee exemptions, concessions, fee-free scholarships and fee adjustments for individuals applying for subsidised training.

6.1 Concession Fees and Scholarships

Concession fees for government subsidised programs are granted in accordance with the relevant funding guidelines. Evidence of eligibility is requested on application. An individual's eligibility to receive a concession is assessed prior to enrolment.

There is no concession for Diploma qualifications.

Since 1 July 2015 Smart and Skilled Fee-Free Scholarships are available for individuals that meet Smart and Skilled personal and program eligibility rules and concession-eligibility requirements.

6.2 Fee Exemptions

Individuals who qualify for a fee exemption are;

- Australian Aboriginal and Torres Strait Islander people (student declaration required)
- People with a disability (fee exemption criteria applies)

6.3 Recognition of Prior Learning (RPL) and Credit Transfer

Where an eligible student is granted RPL or Credit Transfer for one or more units of competency, a new student fee is determined.

6.4 Transferring Students

A student may decide to withdraw from subsidised training with another RTO and transfer to DLS. In this situation, the student may end up contributing more towards the cost of training.

6.5 Deferment

A deferment of enrolment may be granted in the following circumstances:

- Extended hospitalisation or illness (minimum 2 weeks), resulting in extended absence from classes supported by a medical certificate.
- Pregnancy/Childbirth (other than in cases of medical complication covered by the above).
- Serious unexpected incidents that would disadvantage the student from continuing their enrolment.
- College Management are of the opinion that the student would be unreasonably disadvantaged if a deferment did not occur.

Students who defer from subsidised training are permitted a deferral of no more than six months from the date of receipt of written notice (using the Refund / Withdrawal / Deferment Request Form). The course fee may change from the date of deferment to the date of training re-commencement. The student may end up contributing more towards the cost of training.

7 Western Australia Subsidised Training

Government of Western Australia Department of Training and Workforce Development VET Fees and Charges Policy 2015 outlines the procedures governing the administration of fees and charges.

7.1 Process for Application and Receipt of Student Fees

Step 1 Applicant is provided with pre-enrolment information:

- Course Information Flyer
- Unique Student Identifier information
- Recognition of Prior Learning (RPL) and Credit Transfer

Step 2 Application

- Apply online for the Unique Student Identifier <http://www.usi.gov.au>
- Applicants complete the Course Application Form and send or bring it into the College with a copy of their Photo Identification. If they are applying for credit transfer or recognition, they also need to include copies of qualifications/statements of attainment and transcripts.

Step 3 Pre-enrolment Quiz

- Applicants complete an Aptitude Quiz – this may occur at application or enrolment.

Step 4 Administration

- DLS will process the application. Applicants are notified of acceptance into the course prior to course commencement. (Allow 3-5 business days for processing).

Step 5 Payment of Fees

- An invoice will be issued to the student for payment of fees. The course fee is inclusive of all fees and charges. An upfront payment of 20% is required to secure place.

NOTE: Students who are fee exempt or whose debt has been waived will not receive an invoice.

Step 6 Enrolment

- Once the application has been processed and accepted, students complete the Enrolment form; they will be inducted into their training course.

7.2 Concessions on Courses

The following students are entitled to the concession rate on course fees:

- a) Persons and dependants of persons holding:
 - i) A Pensioner Concession Card.
 - ii) A Repatriation Health Benefits Card issued by the Department of Veterans' Affairs.
 - iii) A Health Care Card.
- b) Persons and dependants of persons in receipt of AUSTUDY or ABSTUDY.
- c) Persons and dependants of persons in receipt of the Youth Allowance.
- d) Persons who are inmates of a custodial institution.

e) Secondary school aged persons. In 2015, these students will be born on or after 1 July 1997 and must be at least 15 years old.

Proof of eligibility for concession must be demonstrated prior to the commencement of the unit. If the concession is valid for the full enrolment period, then all eligible units commenced within that period attract the concession rate. If the concession is valid for part of the enrolment period, then only eligible units commenced prior to the expiry of the concession attract the concession rate.

7.3 Wavering of Fees Western Australia Government Subsidised Programs

Students who are experiencing '*severe financial hardship*' and wish to enrol in a Western Australian Government subsidised program may apply to have their fees and charges waived. DLS provides a formal process for seeking approval for the wavering of course fees. Assessment of all applications for the wavering of fees is undertaken by the Operations Manager/ Accountable Officer.

7.3.1 Process for the Wavering of Fees Western Australia Government Subsidised Programs

Step 1 Student identifies upon application that they are in significant financial hardship and are unable to pay course fees.

Step 2 Student completes the 'Consideration of Severe Financial Hardship Application for Fee Exemption'.

Step 3 Student collects evidence of severe financial hardship including but not limited to:

- Concession documentation
- Current Centrelink income statement or end of year tax return
- Statutory declaration detailing reasons and justification for their application. The declaration must be made in front of a lawyer, Justice of the Peace, Notary Public or other person authorised to take statutory declarations.

Step 4 Student attaches application and supporting evidence and submits application to the Accountable Officer.

Step 5 Accountable Officer reviews application to determine documentation submitted is current and valid and that based on the evidence submitted the student would be unfairly disadvantaged if required to pay the course fee.

Step 6 Within 5 working days of submission, students are notified of the outcome of their application. Students may be required to submit further information if evidence is deemed insufficient.

7.4 Credit Transfer

Students are not charged for credit transfer. The transfer of credit provides the student with an exemption from relevant units within a course.

8. Payment Options

In general the following payment methods are accepted:

- Cheque
- money order
- direct deposit,

8.3 Payment terms

Payment terms are determined prior to course/program commencement.

Students will not be permitted to commence training until a minimum of 20% deposit of enrolment fees has been paid (unless fee exemption eligibility applies).

Confirmation of enrolment in the selected program and its subsequent training is only to occur after the deposit has been paid. Once a deposit has been taken the student must pay the remainder of fees prior to course completion. Certificates will **not** be awarded until the reconciliation/settlement of fees has occurred.

8.4 Consequences for failure to pay course/enrolment fees

Where a student/employer has failed to pay scheduled Fees training will be discontinued and/or the qualification award withheld until payment of fees has occurred.

8.5 Notice of enrolment cancellation

DLS staff that are approached by a student expressing an intention to cancel their enrolment are to ensure the student understands their rights with regards to the refunding of tuition fees and the student's requirement to pay out all outstanding fees. The student is also to be advised of other options such as deferring the enrolment and re-commencing in another scheduled training program. Disclosure of discussion is documented on either the student's application form or within the Student Management System. Please refer to DLS Refund Policy for more information regarding deferment.

A student who wishes to cancel their enrolment must provide DLS a minimum of seven (7) days' notice by completing the Refund / Withdrawal / Deferment Request Form.

9. Refunds

DLS has a separate policy, which describes the circumstances in which a refund may be available to students. Please refer to DLS Refund Policy for more information.