

# 601 Student Enrolments, Fees and Refunds Policy

## Purpose

1. To provide the guidelines for all staff who are responsible for implementing the enrolment process including the administration for all students at Community College Gippsland (CCG) and ECG College, to be referred to as CCG for this policy.
2. To provide specific guidance to CCG staff while adhering to the Standard VET Funding Contract Skills First Program and supporting student eligibility requirements and guidelines when enrolling students into funded Accredited Courses.

## Policy

3. This policy and supporting procedures provides CCG staff with clear enrolment processes and guidelines to support prospective students who apply to enrol into accredited and non-accredited training.
4. All student enrolments are completed by standardised and consistent procedures to ensure that they are appropriate for the different course delivery and program modes.
5. CCG adheres to the Adult Community and Further Education (ACFE) Performance Service Agreement guidelines when enrolling students into Pre-Accredited Courses and programs.

## Accredited Training

6. CCG adheres to the Victorian Registration and Qualifications Authority (VRQA) VET Provider Guidelines, Australian Quality Training Framework (AQTF) Standards for Continuing Registration, the Standards for Training Organisations 2015 (STO's) and the Higher Education and Skills Group (HESG) Skills First Program Guidelines when completing pre-enrolment interviews through to enrolment completion for Accredited Courses.
7. CCG has designated Authorised Delegates who are the nominated and authorised staff who complete the Pre-enrolment and Enrolment process for all prospective applicants.
8. All prospective applicants are provided with a Course Information Sheet prior to the Pre-Enrolment Interview. The course information sheet provides the applicant with detailed information on all aspects of the course.
9. Applicants must attend a Pre-Enrolment interview prior to enrolment, no student can enrol without attending an interview.
10. The interview provides the Authorised Delegate the opportunity to assess the applicants Skills First Student Eligibility, their Foundation skill levels and suitability for their proposed course of study. The applicant will be either offered or declined entry into proposed course of study at the conclusion of the interview by written notice.
11. The CCG Authorised Delegate will sight and retain all copies of the successful student's eligibility evidence documentation that will be uploaded into Axcelerate.
12. Student fees, including tuition and associated course costs, are set by the Senior Management Team and approved by the CCG Board as part of the annual CCG Budget process. Student fees and administration will take into account any legislative requirements that may be enacted from time to time.
13. All prospective students who enquire to enrol into ECG College for the VCAL program must undergo a Pre-Enrolment interview with the School Principal or designated teacher as per the ECG College Enrolment Procedure.
14. Course Refunds are applied correctly as per the specific training delivery modes.
15. Students cannot attend class or receive training until payment options are finalised and the student is enrolled into either aXcelerate for RTO students and Compass for ECG College students.

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### Fees and Charges

16. All students commencing an accredited course will pay tuition fees. The tuition fee is calculated on the hourly rate of the nominal hours within the units of competence at a rate set by CCG each calendar year.
17. CCG charges a lesser rate for students who hold a current concession card or if the student is a dependant spouse or child of a card holder
18. CCG may charge a materials and amenities fees to cover the costs of training resources and equipment. During the Pre-Enrolment Interview the students will be informed of the option of purchasing material items through CCG or from an alternative supplier where applicable
19. Payment Plans are NOT available for Government-funded short courses or Fee for Service Short Courses.
20. Fees are calculated per unit per calendar year - January to December. If the course is delivered over more than 1 calendar year the student will be required to complete a new enrolment form and a new Statement of Fees Quote at the commencement of the new year. The student will be charged for the number of units enrolled into within each calendar year. Fees may change at the commencement of a new year. Training will be suspended if enrolment payments not received by the due date.

### Student Concession

21. Students who hold a current concession card and are enrolling in accredited courses up to Certificate IV and who meet the Skills First eligibility criteria will be charged 20% of the full tuition fee. The 20% does not include materials and amenities.
22. The Authorised Delegate must sight and retain copies (electronically or in hard copy) of the student's current concession card that will be scanned and uploaded into Axcelerate prior to the commencement of training. Students may provide evidence of their current concession card via a Digital Wallet through the Centrelink Express Plus mobile application. The Authorised Delegate must sight and authenticate the card by viewing the card directly through the Centrelink Express Plus mobile application on the cardholder's mobile device. The student must then email their concession card to CCG for printing or uploading into the students contact note section in Axcelerate.
23. Viewing the card through the student's phone only is not sufficient as CCG must retain a hardcopy or electronic copy on the students file. A photograph or other reproduction of the Digital Wallet concession card will not be acceptable.
24. Students may be entitled to concessions under specific initiatives as listed in the Skills First Standard Contract.

### Payment for Accredited Courses (Non Apprenticeship/Traineeship)

25. All prescribed course fees must have a payment option in place and paid prior to the commencement of the course unless a direct debit (for eligible students) arrangement or third party agreement has been approved by the VET Manager or Director.
26. Students have 2 payment options that must be finalised before the course commences to confirm their enrolment. Students must pay in full (total fee cost may require an invoice arrangement) or enter into the Payment Plan Direct Debit option.

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### Payment in full:

- Students who wish to pay for the course in full and are enrolling into a course where the total course fees are under \$1000.00 pay in full before the course commences to confirm their enrolment.
- Students who wish to pay for the course in full and are enrolling into course where the total course fees are over \$1000.00 will be required to pay \$1000.00 upon enrolment and will be invoiced the remaining fees progressively across the duration of the training delivered. Invoicing for the remaining fees will occur at one third and two thirds of the course duration at no more than \$1500.00 in any one invoice.

### **OR** Direct Debit:

- Students must enter into the Payment Plan option that is a Direct Debit agreement which requires a deposit of 10% of all Course Fees & Materials. (Not Applicable for Pre-Accredited courses, Short Courses or VETiS courses)

27. Direct Debit for all courses attracts a minimum deposit of 10% of the course fee for the units selected for the calendar year and requires a minimum repayment of \$30.00 per fortnight.
28. Students who pay the deposit may commence training for a period of 14 days from the date of the receipt of their invoice. If no further payment is received within this timeframe the students training will cease. The VET Managers will monitor the student's financial arrangements.
29. A Direct Debit Form must be completed and filled in at the time of enrolment with the Authorised Delegate and submitted to the Customer Service Officer.
30. Direct Debit payments will be determined upon enrolment with the Authorised Delegate.
31. All fees to be paid in full before completion of the course.
32. **No certificates will be issued until Course Fees are paid in full.**

### **Accredited Course Fee Refunds**

33. A student may withdraw from their course by written notice from the date they completed their enrolment/payment process and up to within 4 weeks of their course commencement date using the Course Withdrawal form they are entitled to a full refund on the tuition fee, minus a \$50.00 administration fee. A refund of the materials fee will be dependent on the condition of unused materials and is determined by the VET Manager of your course. The form must be submitted to the Customer Service Officers at any CCG campus location.
34. Students are not entitled to any refund if they withdraw after the four week period.
35. If a course is cancelled by CCG at any time during the period of a person's enrolment, CCG will refund the pro-rata portion of the tuition fees, amenities fees, and fees for materials that have not been used prior to the date of cancellation.

### **Payment for Apprenticeship/Traineeship training**

36. At the Induction Interview the student and employer must complete the Payment Agreement Form to confirm who is paying for the fees and which payment method will be used. The two options of payment are pay in full or the Direct Debit option as per the Accredited Course Payment option.
37. The training fees will be provided to the student and employer at the Induction meeting through the Statement of Fees Course Quote spreadsheet. The person responsible for paying for the student's course must make payment within 14 working days.
38. If the payment option is by Direct Debit the deposit must be paid and the Direct Debit Agreement must be in place within 14 working days.

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39. If no payment is received by CCG within the 14 days the training will cease before the next Traineeship/apprenticeship trainers scheduled visit.

### Apprenticeship/Traineeship refunds

40. If the traineeship/apprenticeship is cancelled the payer will be refunded for the units the student has not commenced for the calendar year minus a \$100.00 administration fee.
41. A refund for materials purchased will be dependent on the condition of unused materials and is determined by the VET Manager of the course.

### Enrolment Process for Short and Specialty Courses

42. The enrolment form must be completed and payment made prior to the course commencement date. The form can be completed on or off campus and returned completed with all required signatures to the CSO's at all campus locations.

### Short and Specialty Fee Refunds

43. If the student withdraws from a short course or non-accredited course more than 5 working days before the course commences, a refund of the course fee minus a 10% administrative charge (a minimum of \$5.00) will apply.
44. If the student withdraws from a short course or non-accredited course 5 working days or less before the course commences, no refund is made
45. A full refund is made to the student if a class is cancelled by CCG.
46. Refunds for materials fees will be at the discretion of the VET Manager

### Enrolment Process for Pre-Accredited Courses

47. Students enrolling into Pre-Accredited training must complete an enrolment form prior to the course commencement and provide documentation for student eligibility for one of the following:
- an Australian citizen
  - an Australian Permanent Resident (holder of a permanent visa)
  - a New Zealand citizen
48. The course fees for Pre-Accredited Short courses are calculated by the hours of training over the length of the course.
49. Pre-Accredited courses are subsidised by the Government and students who hold a current concession card may be charged at a lesser rate depending on the length of the course.

### Pre-Accredited Refunds

50. A student may withdraw from their course by written notice from the date they completed their enrolment/payment process and up to the day before the course commencement date using the Course Withdrawal form. They are entitled to a full refund on the, minus a \$50.00 administration fee.

## Scope

51. The scope of this policy and supporting procedures relates to the student pre-enrolment/enrolment and refund processes undertaken by CCG Authorised Delegates and ECG College for prospective students entering into courses provided by CCG.

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### Supporting Procedures - Program Specific Pre-Enrolment/Enrolment Procedures

1. 601-2 Apprenticeship/Traineeship Pre-Enrolment procedure
2. 601-3 General Accredited Course Pre-Enrolment procedure
3. 601-4 ECG College Pre-Enrolment procedure

### Definitions

4. **Accredited Training:** Is training that leads to a formal qualification such as a Certificate, Diploma or Advanced Diploma and is Nationally Recognised across Australia in line with the common standards and assessment guidelines outlined in national training packages. Successful student will receive a formal qualification completion issued by CCG. Accredited training is subsidised by funding under the Skills First provided by Victorian and Commonwealth Government for all students who meet the Skills First Student Eligibility Criteria.
5. **Authorised Delegate:** An Authorised Delegate is a nominated employee of CCG who has been formally delegated this function by the CEO for the calendar year and is responsible for interviewing and/or enrolling students in courses. The CEO issues a Delegation of Signing Authority Form that must be completed by the Authorised Delegate.
6. **Classroom delivery:** Students attend campuses where their training is delivered in a classroom environment. In some accredited courses students may be required to gain skills by attending work placement in their course industry. Students may also be trained and assessed while attending a simulated workplace environment.
7. **Course Information sheet:** The course information sheet contains all the information regarding the specific course and is provided with the Statement of Fees course quote to give the applicant the complete and comprehensive detail for all accredited training.
8. **ECG College:** ECG College is CCG's registered independent school that provides the Victorian Certificate of Applied Learning (VCAL) curriculum.
9. **Non-Accredited Training:** These courses are general interest and life skills courses that are developed across a range of areas and are not nationally recognised qualifications. They are not funded by the Government and any students over 15 years can enrol. Non-accredited courses do not require assessment. Students do not receive a certified statement of attainment on completion. Students may receive a certificate of participation in some non-accredited courses.
10. **Pre-Accredited Training:** Pre-accredited programs are short, modular courses designed for learners to gain confidence and skills and are not nationally recognised qualifications. They focus on creating pathways to nationally accredited training or employment. They are funded by the Government for students who meet the eligibility criteria and can provide documentation demonstrating Australian citizenship or Australian Permanent Residency (holder of a permanent visa) or New Zealand citizenship. Students may receive a certificate of participation. Pre-Accredited training is subsidised by the Adult Community and Further Education Department. (ACFE).
11. **Short Courses and Fee for Service:** Short courses are courses that are delivered over a short time span usually 1 or 2 sessions. They can be an accredited Unit of competence taken from accredited training that require assessment or they can be general training without assessment. They are not Government funded and require the student to pay for the training with no subsidies. Fee for service are general interest programs that are not Government funded.
12. **Statement of Fees Course Quote:** This is CCG's course specific internal fee quote spreadsheet that is completed in conjunction with the course information sheets and located on Sharepoint. The Statement of Fees provides all CCG and students with the list of units and costs for every accredited course. The list of units the student is interested in is selected and the fees calculate automatically. The quote is printed and signed by the CCG Authorised Delegate, student and employer where applicable and each party receives a copy. The quote is then scanned and uploaded into Axcelerate.

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13. **Traineeship/Apprenticeship (ATTP) delivery:** Traineeship/Apprenticeship students sign a training contract through an Apprenticeship Network Provider (ANP). This mode of training and assessment is provided to the student within their workplace and is a three way agreement between the employee; employer, and CCG. The student may be required to attend workshops outside their working hours.
14. The Trainer/Assessor is in regular communication will maintain monthly contact with the student and employer between workplace visits. An apprenticeship or traineeship can be undertaken on a full-time or part-time basis.
15. **VETIS:** Vet in Schools program for students enrolled in school and completing a VET course at CCG.
16. **Withdrawals and Student Absence:** Where a student has not attended class or contacted the trainer to inform CCG of their intent to continue to withdraw from either a unit or the course.
17. **Workplace delivery:** This mode of training and assessment is provided to the student within their workplace. The student may be required to attend workshops outside their working hours. The Trainer/Assessor is in regular communication with the student.

## Relationships

### Internal:

- Records Management Policy & Procedures
- CCG Pre-Training Review
- CCG and ECG College Enrolment Form
- VASS Enrolment form
- Information Privacy policy
- Complaints and appeals policy
- Appendix A & Appendix B
- Statement of Fees Course Quote
- Course information sheets
- Authorised Delegate Handbook

### External:

- Skills First Standard Vet Funding Contract Program
- Skills First Student Eligibility Guidelines
- Skills First Guidelines of Fees
- Skills First Apprenticeship and Traineeship Guidelines
- Victorian VET Student Statistical Collection Guidelines
- VRQA VET Provider Guidelines
- Australian Core Skills Framework
- Australian Qualification Training Framework Essential Standards for Continuing Registration
- Standards for Training organisations 2015
- Information Privacy Act 2000
- Electronic Transactions Act 1999
- Education and Training Reform Act 2006
- Education and Training National VET Data Policy

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