

# 601 Student Enrolments, Fees & 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 in the Registered Training Organisation (RTO) at Community College Gippsland.

## Policy

2. This policy and supporting procedures provide CCG staff with clear enrolment processes and guidelines to support prospective students who apply to enrol into accredited and non-accredited training.
3. All student enrolments are completed by standardised and consistent procedures to ensure that they are appropriate for the different course delivery and program modes.
4. CCG adheres to the Adult Community and Further Education (ACFE) Performance Service Agreement guidelines when enrolling students into Pre-Accredited Courses and programs.
5. CCG will implement and adhere to the requirements and guidelines of any contracted Skills First specific Initiative 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 and the Standards for Training Organisations 2015 (STO's) when completing pre-enrolment interviews through to enrolment completion for Accredited Courses.
7. CCG will adhere to the Standard VET Funding Contract Skills First Program requirements including all supporting Guidelines for programs funded under the contract.
8. CCG has designated Authorised Delegates who are the nominated and authorised staff who complete the Pre-enrolment and Enrolment process for all prospective applicants.
9. 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.
10. Applicants must attend a Pre-Enrolment interview prior to enrolment, no student can enrol without attending an interview.
11. 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.
12. The CCG Authorised Delegate will sight and retain copies of the successful student's eligibility evidence documentation that will be uploaded into aXcelerate.
13. Student fees, including tuition and associated course costs, are set by the Senior Leadership Team and approved by the CCG Board as part of the annual CCG Budget process. Student

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fees will take into account any legislative requirements that may be enacted from time to time.

14. Course Refunds are applied correctly as per the specific training delivery modes as outlined later in this policy.
15. Students cannot attend class or receive training until payment options are finalised and the student is enrolled onto aXcelerate.

## Fees and Charges

16. All students commencing an accredited course will pay tuition fees (unless eligible for a Skills First Initiative Exemption). 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. A Statement of Fees is provided to the student at the Pre-Enrolment interview.
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 for enrolment in all units of the qualification. Fees are reviewed each year with rates effective from a specified date at the beginning of the year.
21. Students may be entitled to a fee waiver under specific initiatives as listed in the Skills First Standard VET Funding Contract.

## Student Concession

22. 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.
23. The Authorised Delegate must sight (electronically or in hard copy) the student's current concession card and complete the Authorised Delegate Card Declaration Form prior to the commencement of training. The Authorised Delegate must sight and authenticate the card by the methods listed in the Guidelines about Fees, Skills First Program requirements.
24. Viewing the card through the student's phone only is not sufficient, or via a photograph or other reproduction of the Digital Wallet concession card and will not be acceptable.
25. If the student has applied for a concession card prior to the enrolment interview, but has not received their concession card, the Authorised Delegate may grant a Grace Period to the student. The Grace Period will allow the student to commence training and show their concession card to the Authorised Delegate when they receive it. The concession card must be valid and current at the date training commenced. CCG will allow a Grace Period of up to 6 weeks. This is in line with usual Centrelink processing times. The Grace Period may be extended at the discretion of the Executive Manager Training and the reasons for the extension will be documented. The Grace Period will be explained to the student by the Authorised Delegate and a letter issued to the student confirming the Grace Period.
26. If a student provides a valid and current concession card after training has commenced, CCG may apply the concession to units of competency that the student has not

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commenced. Fees will be recalculated, and a new statement of fees will be issued. A refund will be provided if applicable.

27. Students may be entitled to concessions under specific initiatives as listed in the Skills First Standard VET Funding Contract.

### Students Under 17 Years of Age

28. CCG requires all students under 17 years of age (at the time their training commences) to provide a School Exemption before they are enrolled into a full-time qualification (25 hours per week minimum). This excludes students who are completing a School Based Apprenticeship or Traineeship.
29. The Authorised Delegate will sight and retain evidence of the exemption from school attendance in accordance with the Guidelines About Eligibility.
30. If the student stops attending or completes the course and are at that time still under 17 years of age, CCG will inform the Regional Office of the Department of Education and (where applicable) the student’s previous Victorian school that they are no longer attending training.

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

31. 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 Executive Manager Training.
32. Students have two 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 EZYPAY Direct Debit option.

#### Payment in Full:

- Students pay the full amount upfront for the course fees, including materials and amenities for the course.
- OR

#### Direct Debit EZYPAY:

- Students enter into the Payment Plan option as a Direct Debit agreement at enrolment. Direct Debit attracts a minimum deposit of 10% of the course tuition fees for the course. All fees are required to be paid in full before completion of the course and certificates will not be issued until fees have been paid in their entirety.
- Payment plans are set either on a Thursday fortnight with a minimum payment of \$40 or monthly on the 15th with a minimum payment of \$80.
- Course material fees are not included in the Direct Debit option and must be paid for in full at the time of enrolment. (Not Applicable for Pre-Accredited courses, Short Courses or VETDSS courses)

33. 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 Executive Manager Training will monitor the student’s financial arrangements.

34. All fees to be paid in full before completion of the course.

### **35. No certificates will be issued until course fees are paid in full.**

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## Accredited Course Fee Refunds

36. 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 Executive Manager Training. The form must be submitted to the Customer Service Officers at any CCG campus location.
37. Students are not entitled to any refund if they withdraw after the four-week period.
38. 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.
39. CCG maintains a Bank Guarantee that covers prepayments of fees. In the unlikely event that CCG ceases to operate, students that have prepaid fees will be refunded to the level of prepayment at the time of operations ceasing.

## Payment for Apprenticeship/Traineeship Training

40. At the Induction interview the student and employer must indicate on the Statement of Fees Course Quote who is paying for the tuition and materials, and which payment method will be used. The two options of payment are pay in full or the Direct Debit option as per the Payment for Accredited Courses.
41. The training fees will be provided to the student and employer at the Induction meeting on a Statement of Fees Course Quote. The person responsible for paying for the student's course must make payment within 14 working days.
42. 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.
43. 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

44. If the traineeship/apprenticeship is cancelled the payer will be refunded for the units the student has been enrolled in but not commenced, minus a \$100.00 administration fee.
45. A refund for materials purchased will be dependent on the condition of unused materials and is determined by the Executive Manager Training.

## Enrolment Process for Short and Specialty Courses

46. 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 Course Fee Refunds

47. 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.
48. 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

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49. A full refund is made to the student if a class is cancelled by CCG.

50. Refunds for materials fees will be at the discretion of the Executive Manager Training.

## Enrolment Process for Pre-Accredited Courses

51. 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

52. The course fees for Pre-Accredited Short courses are calculated by the hours of training over the length of the course.

53. Pre-Accredited courses are subsidised by the Government and students who hold a current concession card are charged at a concession rate.

## Pre-Accredited Refunds

54. 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, minus a \$50.00 administration fee.

## Scope

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

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

601-2 Apprenticeship/Traineeship Pre-Enrolment procedure

601-3 General Accredited Course Pre-Enrolment procedure

## Definitions

1. **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 students will receive a formal qualification completion issued by CCG. Accredited training is subsidised by funding under the Skills First Program provided by the Victorian Government for all students who meet the Skills First Student Eligibility Criteria.
2. **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.

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3. **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.
4. **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.
5. **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.
6. **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).
7. **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 competency 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 are not Government funded.
8. **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 Course Quote provides all CCG and students with the list of units and costs for every accredited course. The list of units for the course 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.
9. **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.
10. The Trainer/Assessor is in regular communication and 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.
11. **VDSS:** VET Delivered in Secondary Schools program for students enrolled in school and completing a VET course at CCG.
12. **Withdrawals and Student Absence:** A student must complete a Course Withdrawal form if they wish to withdraw from their course. Where a student has not attended class or contacted the trainer to inform CCG of their intent to continue, attempts will be made to

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contact the student. If these attempts are unsuccessful then CCG will initiate a course withdrawal.

13. **Workplace delivery:** This mode of training and assessment is provided to the student within their workplace. The Trainer/Assessor is in regular communication with the student.

## Relationships

### Internal:

- Records Management Policy & Procedure
- CCG Pre-Training Review
- CCG Enrolment Forms
- Information Privacy Policy
- Complaints and Appeals Policy
- 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 about 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
- Information Privacy Act 2000
- Electronic Transactions Act 1999
- Education and Training Reform Act 2006
- Education and Training National VET Data Policy
- Student Identifiers Act 2014

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