

PP026 Fees and Refunds Policy and Procedure

1. PURPOSE

SGAE Ltd, as a national Registered Training Organisation, is committed to providing staff and students with a clear understanding of the fees, charges and refunds applied to all training delivery.

2. POLICY

It is the policy of SGAE to have fair and reasonable financial dealings with all clients and in particular students. It is the policy of SGAE to ensure that student fees paid in advance are protected through:

- not collecting fees in advance of more than \$1500.00;
- ensuring our website 'shopping cart' does not accept more than \$1500.00;
- placing fees paid in advance into a Trust Account until the fees are expended.

3. SCOPE

This policy covers all students in all courses and programs conducted by SGAE.

Enrolment Fees and Charges

The enrolment fees and charges outlined in the *Fees and Charges Table* attached are for individuals enrolling into pre-accredited, fee for service and accredited training at Southern Grampians Adult Education Inc (SGAE) from 1 January 2020. All students will be charged the relevant **Tuition Fee** for enrolment in each program. For some programs a **Resources & Materials Fee** and/or an **Administration Fee** is also applicable. Where a range in fees is listed, it indicates that the fees for the course will vary depending on the units selected. Please contact our office for exact fees and charges applicable to training suitable to your circumstances and needs. The student tuition fees as published are subject to change given individual circumstances at enrolment.

4. TUITION FEE

Tuition Fees as published are subject to change given individual circumstances at enrolment. For each enrolment, the tuition fee will be calculated based on the scheduled number of nominal hours of training a person enrolls in at that time: (*i.e. Number of Nominal Hours to be undertaken x \$ amount per hour = \$ Tuition Fee to be charged*).

Students can choose to pay the full amount of their course upon enrolment or, if a course is undertaken partly in 2018 and partly in a second or subsequent calendar year/s, Tuition Fees may be invoiced according to the rate of fees applicable when the training is to be undertaken (*i.e. Tuition Fees may be charged at the commencement of each year for the scheduled number of hours to be undertaken in that year*).

Skills First Program Funded Tuition Fee

Individuals eligible under the State Government's *Skills First* program are required to pay either the *Skills First* Program Funded Tuition Fee as shown in column (2) of the *Fees and Charges Table*, or if applicable, the Concession Tuition Fee as shown in column (1) of the *Fees and Charges Table*. The Government Contribution to

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Training (applicable to *Skills First* Program students) in column (3) of the *Fees and Charges Table* shows the approximate value of the contribution from government towards the qualification for individuals eligible for VTG funding.

Full Tuition Fee

Individuals who are not eligible under the *Skills First* program are required to pay the Full Tuition Fee as shown in column (4) of the *Fees and Charges Table*.

Concession Tuition Fee

For enrolments in courses at Certificate IV level and below, the Concession Tuition Fee will apply for individuals who are eligible for government funding and prior to the commencement of training, produce a current and valid:

- Commonwealth Health Care Card (or a dependant spouse or dependent child of a cardholder); or
- Pensioner Concession Card (or a dependant spouse or dependent child of a cardholder); or
- Veteran's Gold Card

The Concession Tuition Fee will be at 20% of the *Skills First* Program Funded Tuition Fee.

Recognition of Prior Learning (RPL) Tuition Fees

SGAE will apply a charge for any assessment conducted as RPL only if the assessment is conducted at the request, or with the consent of the student. ACFE Pre-Accredited Short Courses are government funded and concession already applies to these subsidised tuition fees. Fee for Service courses are not government funded and concession fees do not apply.

5. RESOURCES & MATERIALS FEE

In addition to the Tuition Fee a Resources & Materials Fee will also apply and be charged to the student during the enrolment period as shown in column (5) of the *Fees and Charges Table*. These fees are for payment of all required learning and assessment materials. The Resources & Materials Fee charged will vary depending on the course and the units to be undertaken. The materials fee is a set amount for each course regardless of when the student commences the course. Detailed information will be provided to students prior to enrolment.

6. ADMINISTRATION FEE

An Administration Fee may apply as shown on the *Fees and Charges Table*.

7. ADDITIONAL FEES

Additional fees may apply resulting from any variation to the original training program i.e. unit substitution,

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Re-assessment

In the event that a student is deemed not-yet competent at the completion of the program, options and fees for completing training and assessment or re-enrolment can be discussed with SGAE.

Replacement of Testamur/Statement of Attainment

Issuance of a replacement Testamur at the request of the student may incur an administrative fee of \$40 (per qualification). If charged, this fee must be paid prior to the issuance of the Testamur. Students can request a Record of Results at any time without charge. Note: **Courses are subject to minimum numbers to proceed.**

7. FEE PROTECTION FOR STUDENTS

To protect your fees SGAE does not accept more than \$1500.00 in advance from any individual student at any time. Please refer <http://www.sgae.vic.edu.au> for full Fees & Refund Policy. Please refer to <http://www.sgae.vic.edu.au> for full costs related to the course you undertaking.

Deposit

Course deposit for all other programs is to be paid upon acceptance of placement for a program.

The deposit will generally be from 10% to 20% of the total course cost or 10% of the balance of a course that is subsidised. The deposit is deducted from the total fees payable and is refundable in the event of an approved cancellation.

Fee Payment

Fees for courses of \$500 or less are to be paid in full a minimum of 7 days prior to commencement, unless a payment plan has been agreed on prior to this time.

Timing of payment for fees for all other courses will be advised within the course information package and will be dependent upon a number of issues such as but not limited to:

- Total course cost
- Course duration

Default of payment may result in the student being suspended from the next unit(s) if they do not negotiate a payment plan with SGAE

Statement of Fees

Qualification and Skill-Set Course fees will comprise of:

- A non-refundable Administration Fee for all Qualifications and Skill-Set Course payable at time of application and covers the cost of processing the enrolment and associated paperwork. This does not apply to Skills First funded students
- Tuition Fees are the charges for the delivery of all essential components of the course i.e. technology costs and trainer costs

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- Resources & Materials Fee relates to consumable items that become the property of the learner. These may include items such as text books, uniforms etc

A Statement of Fees document will be provided to each student, who is undertaking an accredited course, for signing. Note: Personal costs are not included in tuition fees or materials costs and are payable by the learner. These might include child care, travel/transport, accommodation costs, food etc.

Payment Options

SGAE may negotiate a flexible payment option for students in need. A payment plan will be documented and an invoice provided. Payment will be considered to have been received once funds have cleared SGAE's bank account.

Concession

Concessions apply only to the Tuition Fee component of charges and only if you are eligible for *Skills First Funding*. You may be eligible for a concession if you have evidence of current concession eligibility. Please refer to the Statement of Fees included in your enrolment pack.

Student Loans

SGAE is not currently a Student Loan provider.

8. REFUNDS

Details of the SGAE Fees & Refund policy are outlined below. The full Fees & Refund Policy & Procedure is available at www.sgae.vic.edu.au

Student Inability to Commence Course

If you are unable to attend a course you are entitled to either:

- Nominate a suitable substitute attendee to the course; or
- On one occasion only, where due notice of 7 days has been given where practicable, to defer participation to the next commencement of the same course.

Early Departure

Where a student wishes or needs to exit a course early they are required to:

- advise SGAE in writing within 7 working days of their last attendance;
- complete a Refund Request available from SGAE Reception or from our website www.sgae.vic.edu.au

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If a student exits a course prior to completion of the course they will be refunded the amount of money that was paid in advance less the cost of tuition delivered and materials expended to the date of departure. A refund statement will be provided. Refunds will only be made to the person or entity who made the original payment

Student Cancellation

A refund less the non-refundable Administration Fee will be made where cancellations are notified 7 business days or more prior to the course commencement.

Where cancellation is made *less* than 7 business days prior to commencement SGAE will withhold or charge the:

- Administration Fee
- Any deposit paid
- Any funds expended for materials

If you fail to notify us of cancellation (no-show) prior to course commencement this will result in the full fee, including for materials, being forfeited/charged.

Special Circumstances and Medical Certificates

Circumstances such as illness and traumatic events will be considered as Exceptional or Special Circumstances for refund purposes. Students will be required to provide evidence to support claims of exceptional or special circumstance e.g. Illness – (doctor's certificate) or family crisis.

SGAE Cancellation

Programs may be cancelled due to low registrations or other extenuating circumstances. Reasonable notice of cancellation including an offer of transfer to another program will be given to students. If SGAE cannot honour the transfer or if you do not accept in writing to transfer to another program SGAE will refund full fees paid including the Administration Fee.

How to Claim a Refund

Request for refunds must be made using the Refund Request Form (available on-line and from SGAE reception) to SGAE within 7 business days of the last day of attendance. Refunds will only be made after the fees have been cleared through SGAE's bank account.

Payment of Refund

A Refund Statement that explains how the refund amount has been calculated will be provided in all cases where a refund is made. Refunds will not be paid to a third party. All refunds will be made by direct bank transfer to the account of the person who made the original payment(s) within 28 days of receipt of application for refund.

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9. ASSOCIATED DOCUMENTS

Enrolment Pack 2020
Statement of Fees
Schedule of Fees

10. RELATED STANDARDS

Standard 5 & 6

11. RESPONSIBILITY

- EO
- Training Coordinator
- Compliance Manager

Approved by: Erin White

Position: Executive Officer

Signature:

Date:18/3/2020

Version	Created by:	Reason for update	Implementation Date
2	Jayne Mark	Replace old policy	25/3/2020