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## Purpose

The purpose of this policy and procedure is to outline fees and refunds applicable to National Skills Institutes products and services and outlines the payer's right to a refund.

## Relevant Documents/Forms

- SC. Refund Request
- SC. Standard Tuition Fee Schedule (for relevant year)

## Policy and Procedure Mapping

- ASQA Standards: Clauses 5.3, 7.3, 8.5
- Victorian VET Funding Contract
- Victorian Funding Contract: Guidelines about Fees

## Referencing Documents

- [Standards for Registered Training Organisations \(RTOs\) 2015, Fact Sheets and General Directions](#)
- [Victorian VET Funding Contract, Guidelines and Contract Notifications](#)

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## Definitions

**Appeal:** A request to have a decision reconsidered.

**Award:** AQF Certification Documentation.

**ASQA:** Australian Skills Quality Authority the National VET Regulator.

**Complaint:** An expression of grief, pain or dissatisfaction. A formal allegation against a party.

**Concession Fee:** A concession fee is 20% of the published standard tuition fee. This is only applicable to government subsidised enrolments.

**Fee for Service:** Is the price of training where the student/enrolment is not eligible to receive a government subsidised enrolment place.

**Fees in Advance:** Fees collected before the relevant services have been provided. This includes all fees a student is required to pay including enrolment fees, tuition fees, material fees and any other fee component that is a mandatory payment for the course.

**Government Subsidised:** Funded under the Victorian Funding Contract.

**Payer:** The individual/organisation who paid for goods and/or services, not necessarily the individual receiving the goods and/or services (students).

**RTO:** Registered Training Organisation.

**Stakeholders:** Parties involved in or affected by the organisation.

**Third-party Provider:** Any party that provides services on behalf of the RTO but does not include a contract of employment between an RTO and its employee. Source: ASQA Standards for Registered Training Organisations (RTOs) 2015

**Tuition Fees:** Is fees that are payable when a student begins to study and does not include room and board, textbooks, or other fees.

**VET:** Vocational Education and Training.

## Fee and Refund Policy

1. The Company Director is responsible for receiving, processing and recording details of all payments for course participation(including fee refunds).
2. Details of all transactions are to be stored electronically and backed up weekly following organisational protocols.
3. Receipts for payments received will be issued to the payer.

## Tuition Fees

1. NSI does not charge any fees (course, tuition, amenities, equipment or administration) in relation to eligible students. The only exception relates to the replacement of Certificates, Statements of Attainment or Competency Cards.
2. The *Standard Tuition Fee Schedule* and this *Fee and Refund Policy and Procedure* are published on the NSI website and made available to all stakeholders. All eligible students receive a copy of the Fee Schedule prior to completion of enrolment.
3. All prospective students are required to read, understand and agree to the information provided in the *Standard Tuition Fee Schedule* and the *Fee and Refund Policy and Procedure* prior to enrolment.
4. All fees will be charged as per the *Standard Tuition Fee Schedule* current at the time of enrolment.
5. There is no cost relating to credit transfer where unit/s are deemed to be equivalent.
  - Where the unit is not equivalent and gap training and assessment is required, this will be charged as per the *Standard Tuition Fee Schedule*.
6. Fee waiver/exemptions and concession discounts do not apply to courses other than government subsidised enrolments.
7. Fees include the cost of one award being issued. Where the student requires a re-print and/or additional copies it will be charged as per the *Standard Tuition Fee Schedule* current at the time of the request.
8. Fees include the cost of two (2) assessment attempts. Where additional assessment attempts are required they will be charged as per the *Standard Tuition Fee Schedule* current at the time of the request.
9. NSI does not collect more than \$1,500 fees in advance.
  - Where a program is more than \$1,500, the CEO will create a payment schedule, ensuring incremental payments do not exceed \$1,500 in fees in advance.
10. Government Subsidised Enrolments:
  - NSI does not currently charge tuition fees for government subsidised enrolments. Where NSI does implement tuition fees, the following information is relevant.
  - A discount may apply to the standard tuition fees depending on individual student's eligibility in the following circumstances:

### Tuition Fee Waivers/Exemptions:

|  |   |
|--|---|
| Judy Lazarus Transition Centre         | An individual who is from the Judy Lazarus Transition Centre (as a prisoner within the meaning of the Corrections Act 1986) will not be charged a tuition fee.                    |
| Young People on Community Based Orders | An individual who is required to undertake the course pursuant to a community based order made under the Children, Youth and Families Act 2005 will not be charged a tuition fee. |

#### Concession Fees:

|                                   |   |
|-----------------------------------|---|
| General Concessions               | Where the student presents a current and valid concession card at the time of enrolment they will be charged 20% of the standard tuition fee: <ul style="list-style-type: none"> <li>Health Care Card issued by the Commonwealth;</li> <li>Pensioner Concession Card; or</li> <li>Veteran's Gold Card; or</li> <li>An alternative card or concession eligibility criterion approved by the Minister.</li> </ul> |
| Indigenous Completions Initiative | Where a student self-identifies as Aboriginal and/or Torres Strait Islander and does not hold a current and valid concession card the student will be charged the concession rate being 20% of the standard tuition fees.   |
| Asylum Seeker VET Program         | Where a student is referred under the Asylum Seeker VET program, for enrolments in courses at the Certificate IV level and below, the student will be charged the concession fee being 20% of the standard tuition fees.  |

- Where a Fee Waiver/Exemption or Concession Fee has been granted and applied specific evidence must be retained.

#### Refunds

- Individuals who seek a refund must complete and submit the *Refund Request* available on NSI's website.
- All refunds must be in accordance with the refund agreement signed by the students Enrolment Application Form and Student Handbook.
- The Company Director must approve student refunds and make payment within 7 days of approval.
- Details of refunds provided must be maintained in individual student files.
- The assessment of 'Exceptional Circumstances' will be at the sole discretion of the Company Director on a case by case basis. The student will be required to detail in writing, the circumstances supporting the request.
- Any charges paid by employers or industry beyond the student and government contribution will be refunded on a proportional basis.
- Refunds are issues in accordance with the following occurrences;

| Occurrence   | Government Funded Enrolments                                       | Fee For Service Enrolments   |
|--|--|--|
| Course cancelled by NSI and no replacement enrolment offered | Full refund  | Full refund  |
| Student withdraws prior course commences                     | Full refund  | Full refund minus \$450 administration fee                         |
| Student withdraws after course commences                     | Refund is proportional to the number of units commenced            | 50% refund within 4 weeks<br>No refund after 4 weeks               |
| Exceptional circumstances                                    | At discretion of MD and is based on proportion of course completed | At discretion of MD and is based on proportion of course completed |

#### Appeal Refund Decision

- Refund decisions can be appealed following the *CG. Complaints and Appeals Policy and Procedure*.

#### Record Keeping

- All records, including those with financial information, will be securely retained as per the *CG. Record Management Policy and Procedure*.

## Fee and Refund Procedure

### Tuition Fees

| Steps | Details  | Person/s Responsible         |
|-------|--|------------------------------|
| 1.1   | Company Director is notified of an Enrolment Application being approved the a request for an invoice to be issued.   | Business Development Officer |
| 1.2   | If course fees exceed \$1,500 collect \$1,500 and create a payment schedule, ensuring incremental payments do not exceed \$1,500 in fees in advance. Confirm details with payer. | Company Director             |
| 1.3   | Collect and process payments, provide payer with receipt.  |                              |

### Refunds

| Steps | Details   | Person/s Responsible |
|-------|---|----------------------|
| 1.1   | Receipt of <i>Refund Request</i> .  | Company Director     |
| 1.2   | CEO to review Refund Request and determine if refund is approved as per the criteria in this policy and procedure.  |                      |
| 1.3   | <b>Where approved:</b> Advise the applicant of the outcome, refund date and process refund.<br><b>Where declined:</b> Advise the applicant of the outcome, rationale behind the decision and their right to appeal the decision as per the <i>CG. Complaints and Appeals Policy and Procedure</i> . |                      |
| 1.4   | Process the refund ensuring it is refunded to the original payer.   |                      |