

Fees and Refunds Policy

Policy Statement

The Fees and Refunds Policy outlines when fees are payable and the circumstances under which students are eligible for fee refunds.

Interactions with the funding and registering bodies are managed by the commUnity+ CEO. commUnity+ agrees to the RTO Conditions of Registration, and also the contractual agreement with the Department of Education and Training, which has been signed by the commUnity+ CEO.

Child Safety Statement

Comm Unity Plus Services Ltd commits to the safety of children and young people in all that we do. It is the responsibility of all members of our team.

We understand that we have a responsibility to uphold the safety and wellbeing of children and young people who come in contact with us, our team and services. Their safety and wellbeing will always be our first priority.

We will always act promptly when we learn that a child is at risk.

Purpose

The Fees and Refunds Policy outlines when fees are payable and the circumstances under which students are eligible for fee refunds.

Authorisation and Responsibility

The CEO is responsible for adopting this policy.

The CEO and General Manager – Education will delegate the responsibility for the implementation of this policy to the relevant authorised delegates of the Education team.

| Level | Position |
|-----------------------------------|---------------------------|
| Authorisation | CEO |
| Responsibility for implementation | General Manager Education |

Scope

This policy applies to all Board Members, employees, volunteers, visitors, consultants, and contractors and all current and prospective students.

Policy

In accordance with applicable State Government of Victoria legislation, commUnity+ is entitled to charge fees for items or services provided to students undertaking a course of study. The charges are generally for items such as course materials or textbooks, student services, and training and assessment services.

Procedure

Fees Payable

Fees are payable once the candidate attends the Pre-Training Review and makes an informed decision about the training program in which he or she will enrol. The student will be required to pay Tuition and Not-Tuition Fees only for Skills First Programs, which include Administration Fees and Materials Fees before the commencement of their training. Arrangements of payment can be discussed with the Student Enrolment Staff.

Where commUnity+ collects student fees in advance, it will accept payment of no more than \$1,000 from each individual student prior to the commencement of the course. Following course commencement, commUnity+ may require payment of additional fees in advance from the student but only such that at any given time, the total amount required to be paid which is attributable to tuition or other services yet to be delivered to the student does not exceed \$1,500.

Refunds

All the Students who withdraw from a training program must notify commUnity+ by written notice (letter, email) as soon as practicable. Once commUnity+ receives a written notice, the following refund policy will apply:

- If a student withdraws from training at any time up until four (4) weeks after the program commencement date, commUnity+ will refund the tuition fees paid.
- Where materials have been supplied for a course, and a student withdraws, no refund of the Materials Fee will apply.
- No refund is available where a student withdraws from training following four (4) weeks of their program commencement date.

A full refund of fees will apply when:

- commUnity+ cancels the delivery of the training program due to low student numbers or other reasons
- the individual's application for enrolment is not accepted
- the suggested class location and times are not suitable for the individual
- the individual advises commUnity+ prior to program commencement that they are cancelling their enrolment in the program.

Partial refunds will apply in the following circumstances:

- The student has paid the full fee and then provides evidence of concession within five (5) working days of the program commencement date. In this instances, commUnity+ will refund the difference between full fees and concession fees
- commUnity+ services cancels the delivery of the program or ceases operations after the student has paid the full fee and achieved some competencies. In this instance, commUnity+ will issue a Statement of Attainment for the competencies which the student has achieved and will refund the unused part of the fees.

commUnity+ retains the right to grant refunds in other circumstances as it sees fit.

Keeping Students Informed

Prior to enrolment, commUnity+ will ensure that each student has accessed and read this policy.

Prior to the commencement of training, commUnity+ will provide each eligible individual with a Statement of Fees. The Statement of Fees will provide eligible individuals with a quote for the total

cost to them, for their course of study/enrolment, taking into account their current circumstances (including any eligibility for concession).

The Statement of Fees will include:

- The code title and currency of the training product in which the learner is to be enrolled, as published on the National Register (www.training.gov.au)
- The location/s at which training and assessment is expected to occur
- The hourly tuition fee relevant to the Eligible Individual enrolment taking into account of any applicable concessions or waiver/exemptions
- The approximate value of the contribution from the government towards the program in which the individual is considering enrolment
- The total amount of all fees including Tuition Fees and Student Services Fees (Administration and Materials Fees); and all other fees associated with government subsidised training
- Payment terms and conditions, including the timing and amount of fees to be paid and any non-refundable deposit/administration fee
- The nature of the guarantee given by commUnity+ to complete the training and/or assessment once the student has commenced study in their chosen program
- The fees and charges for additional services, including such items as assurance of a replacement qualification testamur and the options available to students who are deemed not yet competent on completion of training and assessment.

Fee Concessions

Students may be eligible for a concession rate of fees upon presentation of a valid concession card. The concession fee is 20% of the standard tuition fee which commUnity+ would have charged a non-concession government subsidised student in the same course at that time.

Asylum Seeker VET Program

Under the Asylum Seeker VET program, for enrolments in courses at the Certificate IV level and below, commUnity+ will charge the concession fee to an asylum seeker or trafficked person enrolled on or after 1 July 2016.

Indigenous Completions Initiative

Under the Indigenous Completions Initiative, for enrolments in a course at any level the commUnity+ will charge the concession fee to individuals who self-identify as being of Aboriginal or Torres Strait Islander descent (and are reported as such through the "Indigenous Student Identifier" field of the Student Statistical).

Fee Waivers

commUnity+ applies fee waivers in the following circumstances:

- The student is from the Judy Lazarus Transition Centre (as a prisoner within the meaning of the Corrections Act 1986)
- The student is required to do training under a community based order made under the Children, Youth and Families Act 2005 (the CYF Act)
- The student is referred to training by the Department of Health and Human Services, the Department of Justice and Community Safety, or a referring agency.

Extreme Hardship

commUnity+ in its commitment to adult education, has been authorised by the Board and the CEO to absorb tuition fees for students who may or may not hold a concession card and have financial difficulties.

To be eligible for a tuition fee waiver, individuals must complete a hardship form stating the waiver reasons:

| | |
|------------------------------|-------------------------------------|
| Family death or illness | <input checked="" type="checkbox"/> |
| Loss of employment or income | <input checked="" type="checkbox"/> |
| Natural disaster | <input checked="" type="checkbox"/> |
| Unemployed | <input checked="" type="checkbox"/> |

Commercial Arrangements

In some cases, all fees will be waived for students as part of a commercial group or arrangement. The General Manager Education can be contacted for confirmation.

Review

This policy will be reviewed every two years by the General Manager Education with endorsement by the CEO to ensure that it continues to comply with relevant state or federal legislation or regulation.

| Activities | Frequency |
|------------|-----------|
| Review | Two years |

Related Documents

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| Legislation: | <ul style="list-style-type: none"> - VET Quality Framework - National Vocational Education and Education Regulator (Data Provision Requirements) Instrument 2020 |
| Standards and Guidelines: | <ul style="list-style-type: none"> - Australian Quality Framework - Standards for Registered Training Organisations (SRTOs) 2015 - VRQA Guidelines for VET Providers 2016 - Standard VET Funding Contract - Skills First Quality Charter |
| Organisational Documents: | <ul style="list-style-type: none"> - AQTF Essential Conditions and Standards for Continuing Registration 2013 - Legislative Requirements Policy - Reporting Policy - Extreme Hardship Concession and Exemption Form - Skills First Program Enrolment Form - Statement of Fees - Student Eligibility and Concession Policy - Student Enrolment Policy - Student Handbook |

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| | <ul style="list-style-type: none">- Guidelines about Fees- Schedule of Fees- Glossary of Terms |
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Version Control

| Version | Code Type | Change | Authorised | Date |
|---------|-----------|-----------------------------------------------------------------|------------|---------------|
| 19 | N/A | Reviewed | CEO | February 2022 |
| 20 | POL354 | Reviewed and reformatted into new template; updates as required | CEO | July 2023 |
| 20.1 | POL354 | Legislation links updated to current series | CEO | October 2023 |