

VACSAL RTO Policy and procedure

Fees, Payment and Refunds



This is a summary from the VACSAL RTO Policy and Procedure Manual Section 11.2.9.

Fees

Accredited courses at VACSAL RTO are delivered with Victorian and Commonwealth funding.

VACSAL RTO has a transparent, consistent and financially responsible system for setting fees and collecting payments for the training and assessment programs it offers. This happens in accordance with all relevant legislative and regulation requirements.

VACSAL will pursue the non-payment of student fees.

As part of the enrolment and induction process you will be told about all the fees that relate to the course you are enrolling in before you sign a *Student Agreement* and fill in a *Student Enrolment Form*. These fees include:

- Tuition Fee
- Student Services and Amenities Fee
- Materials Fee.

Tuition Fees vary according to whether you are eligible for a government-subsidised place, whether you are an Aboriginal or Torres Strait Islander person, hold a relevant concession card or are an employee of an Aboriginal Community Controlled Organisation or Aboriginal Community Group (ACCO / ACG).

The student tuition fees as published are subject to change given individual circumstances at enrolment.

Fee exemptions

VACSAL RTO will consider fee exemptions for students. Talk to the RTO Manager and they will help you with the processes by filling out a *Fee Exemption Request Form*.

You can apply for a fee exemption any time during your course.

Payments

- All fees are paid on invoice.
- As part of the enrolment process you will be told when you are expected to pay fees. This may be before training starts or at specific times during the course you are studying.
- Payments may be made by cash, cheque made payable to VACSAL, or via electronic funds transfer (EFT).
- Students experiencing financial hardship can request and negotiate a payment plan with the RTO Manager using a *Payment Plan Request Form*.
- An invoice can be made payable to the student, an organisation or a third party. If an invoice is being made to an organisation or third party, approval must be provided from the organisation or third party (telephone call, email, letter) for this to happen.
- Any tuition fee paid in advance must not exceed \$1,000.00.

Invoicing

- Invoices are sent to the address registered on the *Student Enrolment Form* unless other arrangements have been made.

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RPL fees and refunds

- RPL fees are set at a fixed rate based on whether you are eligible for a government subsidised place and the amount of time it takes to complete the assessment process. You will be told about the fee before you sign a *Student Agreement* and fill in a *Student Enrolment Form*.
- Students who withdraw their RPL application before the planning interview will be charged a \$30 administration fee and be given a full refund.
- Students who withdraw their RPL application after the planning interview will not be eligible for a refund.
- In the event of a student providing insufficient evidence for RPL to be granted, the student may decide to attend the relevant training and assessment program. This will involve the student re-enrolling. Additional fees will also apply. These fees will be determined by the RTO Manager and be agreed upon with the student at re-enrolment.

General refunds

Due to VACSAL changes of circumstances

Students will receive a full refund of all fees paid and there will be no administration charge in the following circumstances:

- the course is cancelled
- the course is rescheduled to a time and location that is unsuitable for the student
- a student is not given a place due to the class being full.

Due to student changes of circumstances

- Fees are non-refundable to a student who is enrolled in a training and assessment program and does not show up on the day(s) that the program is held.
- A refund will be made to a student who cancels their enrolment, or cannot complete the training and assessment program for a genuine health or compassionate reason. This will be determined by the RTO Manager on a case-by-case basis.
- To be eligible for a refund, a student must present a completed *Withdrawal, Deferral or Leave of Absence Form* to the RTO Manager to sign and date. All eligible refunds will be calculated from the date of this signed form.
- An administration fee of \$30 will be charged per refund request. Only one administration fee is deducted from any refund owing.
- Refunds will be made to the student, organisation or third party who originally paid.
- Any payments made via EFT will be refunded to the original account number only.
- For details about refund amounts speak to an RTO staff member.

What does this mean for me?

- As part of your enrolment, RTO staff will tell you what fees you have to pay and when.
- Fees can be paid by cash, cheque or electronic funds transfer (EFT).
- You, an organisation or a third party can pay the fees.
- You can ask to negotiate a payment plan with the RTO Manager.
- Complete a *Withdrawal, Deferral or Leave of Absence Form* if you don't start or don't finish the course.
- If you organise and then don't start or don't finish the course you may get a refund.
- Refunds may involve a \$30 administration fee.