



Fees, Charges, Withdrawal and Refunds Policy

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Introduction:

As a Registered Training Organisation providing Vocational Education Training and in the provision of adult education programs Foundation Learning Centre. (*FLC*), has a priority that the community should be able to access activities and that these activities and programs will remain affordable to all members of the community, including those with limited income.

Purpose:

This policy defines the fees and charges that may be applicable to the various activities, programs and courses conducted by *FLC*.

This policy also addresses withdrawals and refunds for all programs and courses delivered at Foundation Learning Centre. This policy has been developed to ensure that students are appropriately charged.

FLC complies with the Victorian Ministerial Directions about fees. Where applicable, the Guidelines about Fees for Skills First Funded students are utilised.

As some programs receive funding under different contracts, the CEO and Managers will take into account the relevant guidelines accordingly.

Foundation Learning Centre provide students with all fees and charges prior to enrolment.

Policy

Where government funding is available for particular programs which have vocational or specific educational intent, or programs directed to particular target groups, the programs will attract fees as set out in the government guidelines:

- The Victorian Registration and Qualifications Authority (VRQA) Guidelines for Vocational Education and Training (VET) Providers (the Guidelines) are issued under section 4.3.18A of the *Education and Training Reform Act 2006* (the Act) in response to the Ministerial Direction— Standards for Registered Training Organisations (Instrument No. MD146).
- Conditions as to Fees and Charges – ACFE Policy.
- All courses are costed in accordance with the VET Funding Contract, Guidelines about Fees.
- All fee information is provided in line with Guidelines for VET Providers and AQTF Essential Conditions and Standards

Tuition Fees:

Tuition fee may include requirements pertaining to course costs such as staffing and resources and incursions and excursions.



Funded Programs

Current fee information can be accessed via our website [Foundation Learning Centre](#), in the course guide, or course flyer. Current course guides are available in the foyer of Foundation Learning Centre as well as through the website.

FLC require a \$50 deposit to process accredited registration an individual statement of fees will be provided. Invoices will be issued on enrolment and provided via email, hard copies can be provided on request.

Fees can be paid via EFTPOS, Ezidebit and Centre Pay– Payment Plan options – monthly, fortnightly

Please contact administration to request a payment plan via the mentioned methods, students cannot commence classes until payment methods are in place.

FLC may accept payment of no more than \$1000 from each individual student prior to the commencement of the course. Following course commencement, FLC 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 costs yet to be incurred on behalf of the student for tuition or other services yet to be delivered to the student does not exceed \$1,500.

All fees must be paid four weeks before the completion of the course. Fees must be paid in full prior to the completion of the course in order for students to receive their Certificate, Statement of Attainment or Certificate of Participation. Students in the Youth Department are advised that they will not receive an invitation to the annual graduation ceremony should there be outstanding fees at the duration of their course.

General Programs

General programs that do not receive any direct government funding and operate on a 'user pays' system requires the cost to cover the tuition, venue costs, and other costs associated with the course.

- Material costs are not included in the tuition fee.
- Other service costs may be included in the fee.

Fee Statement

- Fees for the previous term must be paid before returning to class for the next term. If you are on a payment plan, payments must be up to date as per the agreement.
- Failure to complete payments will result in student's being unable to attend class.

Student Fee:

The Student Fees set out in the Schedule of Student Fees are designed to cover:

- Tuition expenses
- Service Fees
- Material Fees
- Incursions/excursions
- Student Services
- Student insurance
- Uniform (Hairdressing only and Hospitality)
- Camp (Seniors only)
- Computer access and IT cost
- Certificates, Record of Results and Statement of Attainments



Registration Fees

Accredited

This fee is for all clients enrolling in an accredited program at FLC.

Registration fee will be structured to incorporate costs that may arise from enrolments not included in any other fees. This may include bank charges, preparation of information to clients for enrolment purposes or processing of enrolments and/or invoicing.

For accredited courses this is \$50 paid at time of completing online registration and for each registration. For pre-accredited this fee will be charged once per calendar year (January to December) and must be paid at the time of enrolment.

Pre-Accredited

Pre-Accredited Fee-for-Service Courses (not subsidised by the govt.) and our Neighbourhood House Programs incurs an annual registration fee of \$10, all participants must pay an annual, non-refundable registration fee upon enrolment in their first program for the calendar year this includes hobby, craft, recreational and social groups. This fee will be charged once per calendar year (January to December) and must be paid at the time of enrolment.

Registration fees will be structured to incorporate costs that may arise from enrolments not included in any other fees. This may include bank charges, faxing of information to clients for enrolment purposes or processing of enrolments and/or invoicing.

Concession Fees:

On enrolment, clients are to indicate the basis upon which they are claiming concession. The type of benefit card and card number are to be recorded on the enrolment form. The concession card must be copied and retained with the student's enrolment form.

Students are invoiced in full at the time of enrolment, concession is applied at the time of enrolment and does not provide the opportunity for a change of status part way through the course.

For classes conducted using Government Funding the concession for the tuition fee will be in accordance with the Victorian Ministerial Directions about fees, which is charged at 20% of funded tuition places.

All advertising materials will clearly state when concessions are available.

Fee Concession Entitlement

Fee Concession is provided to a student who, prior to the commencement of training, holds a current and valid:

- a) Health Care Card issued by the Commonwealth;
- b) Pensioner Concession Card; or
- c) Veteran's Gold Card

A dependant spouse or dependant child of a card holder is also entitled to the Fee Concession.



Payment Plans:

Students are charged all enrolment fees in one instance, *FLC* is aware that paying fees in one up-front payment could cause undue financial hardship to clients.

FLC provides two options where clients can identify to pay the course fees off over a nominated number of payments. This is via an Ezidebit payment system, payments may be monthly or fortnightly or through CentrePay.

For those currently receiving Centrelink, a payment plan can be arranged via **CentrePay**. Both systems will automatically debit the indicated amount out of your payments each fortnight or month.

FLC can provide the information required to set this up either online or via an application form.

Payment plans without CentrePay can be discussed at the time of Enrolment and will be considered on a case-by-case basis. Approved payment plans will be subject to a Payment Plan Agreement Form, and this form outlines strict conditions relating the event of non-payment or missed payments.

Credit Transfers and Recognition of Prior Learning

Credit Transfers and Recognition of Prior Learning will be discussed with all students prior to enrolment, this will alter the fees and will be reflected in students initial invoiced issued upon enrolment.

Third Party Payment:

Certain clients enrolled in programs at *FLC* are eligible for assistance with partial or full fees from external organisations.

A Third Party will be charged by invoice or agreement either by:

- A nominated/agreed portion of the tuition and applicable services fee if the program is a funded program – the tuition fee will not exceed the amount per Student Contact Hour as per Victorian Ministerial Directions about fees.
- A nominated/agreed portion of the tuition and applicable service fee if the program falls under the heading of General programs as stated above.
- Third parties are not eligible for a concession if they are not the holder of the concession card. The exemption to this is if the third party is recognised by funding body regulations, and *FLC* is able to process an enrolment as a concession.

Hardship:

This fee structure is for clients who do not qualify for concessions but may have circumstances where they would suffer financial hardship by paying the full course fee.

All cases of financial hardship must be applied for to the Department Head in accordance with *FLC*'s Financial Hardship policy.

Consideration of a hardship arrangement request for those experiencing long or short term hardship with Foundation Learning Centre remains confidential and is assessed by the CEO on a case by case basis.



Membership Fees:

All participants at FLC are to be financial members. Membership covers the period from 1st January to 31st of December.

Membership fees contribute to the operation of *FLC* including insurance, O&HS requirements and the production of newsletters.

Only current financial members may vote at the Annual General Meeting.

Withdrawals

For services that are not able to be conducted as planned by Foundation Learning Centre for example; cancelled courses or when students withdraw from programs prior to commencement the following applies.

1. A \$50 registration/administration fee applies for all withdrawals from an accredited course.
2. If you officially withdraw by notice from an accredited Foundation Learning Centre course within 4 weeks of the scheduled commencement date of the course, you can apply for a refund of fees paid less a \$50 administration fee.
3. If a student withdraws after an accredited course has commenced, the course Department Head will consider applications for pro-rata refunds.
4. Students who withdraw after the first four weeks of any course will be provided with a pro-rata refund of tuition fees for any modules/units not yet commenced. Students will not be refunded for course materials or any other applicable fees.

Applying for Withdrawal

Students wishing to apply for withdrawal are required to complete the student withdrawal form and lodge this with the Department Head either in person or via email.

The withdrawal process must be completed within one month of the student wishing to withdraw has lodged an application.

Until a withdrawal form is completed, no statements or refunds will be issued if applicable. Course fees will continue to be charged until the withdrawal form is completed, dated and handed in.

FLC Withdrawal

Students who are withdrawn by FLC through non-attendance will be advised in writing via email. Prior to FLC withdrawing a student every effort is made and opportunities provided for re engagement in studies. The FLC withdrawal and refund policy applies to all withdrawals regardless of the nature of the withdrawal.

Refunds

Foundation Learning Centre may refund charges:

Refunds will be applied with the inclusion of the \$50.00 administration course fee for withdrawals.

Pre-Accredited

1. A credit / full refund will be given when the class / course is cancelled by Foundation Learning Centre.
2. Pre-Accredited Courses Applications for refund/credit will only be considered if they are received prior to course commencement.



Accredited

For funded programs Foundation Learning Centre adheres to the Guidelines about Fees for Skills First Funded students.

1. A full refund of tuition fees will be provided for any withdrawal made up to the end of week four of any course. An administration fee of \$50.00 will be charged to the student. Students will not be refunded for course materials or any other applicable fees.
2. If a course is cancelled by Foundation Learning Centre at any time during the period of a student's enrolment, then Foundation Learning Centre will refund the pro-rata tuition fees, student services fees and amenities fees, any incidental fees for goods and services that have not been used prior to the date of cancellation, and fees for materials that have not been used prior to the date of cancellation.
3. Should Foundation Learning Centre cease operations we will make every endeavour to refund fees for training/assessment not yet provided as per the dot points above.

Fee-for-Service

1. Fee-for-Service Courses (not subsidised by the govt.) Applications for refund / credit will be considered if they are received 10 days prior to course commencement.
2. Refunds / credits will not be given 9 days prior to the start date or once a course has commenced.

The Chief Executive Officer (CEO) may alter the above conditions in special circumstances.

Reassessment Fees

Students may incur reassessment fees and charges if due dates are not met and reassessment needs to occur.

Disputes:

Disputes or other claims relating to fees and charges are to be referred to the Team Leader Resources, Chief Executive Officer, or in writing to the Board of Management.

Waivers:

In addition, the Chief Executive Officer is authorised by the Board of Management to grant confidential concessional enrolments, or to waive all or part of any set fees.

This information is then recorded on the students VETtrak file in accordance with eligibility about waivers.

- Schedule 1 -2018-19 Standard VET funding Contract (extended to 31 December 2020)
4.7 The Training Provider must collect and maintain evidence to support the application of fee concessions and fee waivers/exemptions as required under the Guidelines about Fees in respect of each Eligible Individual.

Student Agreements:

The following student agreement stipulations are to be included in a Student Agreement, provided to the student prior to commencement of the course, signed by the student and returned to *FLC*:



- Advise of all student fees and charges that may be applied to students and the circumstances in which they apply. In particular details of fees and circumstances for resit and re assessments.

The provider must stipulate in its written agreement that students are entitled, at no additional cost, to a formal Statement of Attainment on withdrawal, cancellation or transfer, prior to completing the qualification, provided the student has paid in full for the tuition related to the units of competency to be shown on the Statement of Attainment.

Records Retention:

FLC will retain copies of all student acceptance agreements along with details of any fees and charges and refunds for a period of 2 years after the cessation of students' study.

Late Fees

Additional fees and charges may apply for any late fees or for missed payment plan payments. Certificates

Related Policies

Hardship Policy and Procedure
Student Handbook
Fee Statement
Hardship Policy and Procedure
Student Records and Results
Centre Pay Application
Ezidebit Application
Student Withdrawal Form
Guideline about Fees