

### Aims

Government funded training, requires clients to make a personal contribution to their education and training opportunities and that this should be about 20% of the overall tuition fees. All RTO's are required to inform clients of the possibilities of completing units/courses via Recognition of Prior Learning [RPL]. The following aims to provide clients with fair and accurate information at the time of enrolment and provide an incentive for UP-FRONT payment of fees and charges in order to reduce the administration costs associated with the collection of outstanding sums.

### Policy: CCAE Fees and Charges

- Indicative Fees and Charges for each CCAE Nationally Accredited course is available on the web site.
- The Victorian Government Training Guarantee supports clients by offering education and training fee subsidies for eligible clients undertaking accredited education and training courses. This means, if you are eligible, most of the cost of your training will be covered by the Victorian Government. Fee subsidies can apply to clients studying independently or to clients studying as part of workplace training.
- Although the Victorian Government allows providers to charge additional fees [amenities, client support and resources], at CCAE, resources will be the only addition to the tuition fee. Amenities and Client Support are provided to all CCAE clients at no additional cost to the client
- The Victorian Government also provides pre-accredited programs to assist people in development of skills that could enable them to enroll at some future date in accredited training. The minimum fee required is \$50 upon enrolment.
- CCAE accepts payments of up to \$1000 on enrolment.
- Following course commencement CCAE will invoice students monthly for the outstanding fees.

### Policy: Discounts to Clients on Enrolment

- **Fee For Service [FFS] clients** and **Funded Non-Concession [FNC] clients**: From time to time discounts are offered on Tuition Fees.
- **Concession clients**: by a decision of the Victorian Government, concession clients must make a 20% contribution to their Tuition Fee. From time to time, discounts are offered on the Resource Charges.
- Specific information on fees & charges is available by contacting CCAE on [03] 5482 4601 or web: [www.ccae.vic.edu.au](http://www.ccae.vic.edu.au)

### Policy and Procedure: Recognition of Prior Learning

- Echuca Community Education Group Inc., trading as Campaspe College of Adult Education, has the following policy and process associated with RPL request made by clients.

#### **Recognition of Prior Learning Fee**

- RPL Fee: \$140 per requested unit.
- A client requesting RPL must ensure all elements of the particular unit[s] are completed via documentary evidence. There cannot be partial RPL and completion of an element via classroom teaching or 1:1 tutoring.

#### **Tuition and Resource Fee Calculation**

- Units that are not nominated for RPL, or having been nominated by the client subsequently fail to be satisfactorily completed via the RPL method, will incur a current Tuition and Resource Fee Calculation.
- Tuition Fee: Applies to all other units not Recognised by Prior Learning.
- Resource Fee: Applies to all other units not Recognised by Prior Learning.
- Tuition and Resource Fee is calculated by referring to the relevant Course Enrolment Fee Matrix and the Fee For Service [FFS] column applicable to each unit that is not to be, or has failed to be, completed via RPL.

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### **Policy: What Fees and Charges Do I Have To Pay?**

- Each client must pay a Tuition Fee and a Resources Charge to study at CCAE.
- Each client's enrolment fee may be different depending on their individual circumstances, in particular the number of hours that it will take to complete the desired course and the nature of the unit as to whether there will be some materials costs associated with the study.
- The enrolment fee is charged per enrolment period and consists of the following components:
  - Tuition fee
  - Resources Charge [Manuals and Materials]
- Tuition Fees are required by the Victorian State Government to be calculated and charged to clients. In the case of Concession clients, they are required to contribute 20% of the cost of the tuition charges. The tuition charges are calculated using an hourly rate times the course hours.
- Resource Charge covers the cost of providing goods or materials purchased by CCAE to be used by clients in the course of training. Examples are: trade tools, class materials, food materials, safety wear, uniforms, excursions and camps. This fee varies according to the course being undertaken and there are no concession rates available.

### **Policy: Eligibility for a Government Subsidy**

- Eligibility criteria is set by the Victorian State Government.
- Not all clients will be eligible for a government subsidy.
- If you are eligible, the Victorian State Government will cover most of the cost of your course, although you will still be required to pay some fees – a concession client MUST pay 20% of the cost of Tuition Fees.

### **Policy: When Do I have To Pay My Fees**

- If a client is sponsored by their employer or any other organisation an invoice can be raised. However, a letter from the employer/organisation needs to be provided at enrolment for an invoice to be raised.
- Clients have a variety of options for payment of their fees and charges, including bank statement deposit, cash, cheque, credit card, EFTPOS and part payment plan.
- The part payment plan requires a minimum of 25% deposit on Tuition Fees and Resource Charges paid on enrolment with the balance paid by monthly instalments. Monthly payments must be made to maintain enrolment in the course. This can be done:
  - Direct debit fortnightly or monthly [CCAЕ preferred: if adopted client receive 5% discount on outstanding amount]
  - Cash, Cheque or EFT fortnightly or monthly
- Centrelink Concession Card holders can apply for [NILS – No Interest Loan Scheme] through Echuca Neighbourhood House.
- Clients may apply for special consideration for fee reduction due to hardship criteria: Financial, Housing, Transport.
- It is the client's responsibility to ensure all fees or debts are paid. Clients with outstanding debts to CCAE will not be permitted to re-enrol, receive a statement of results, certificates or graduate.

### **Policy and Procedure: Personal Tuition Fees**

CCAЕ provides 1:1 tuition for programs up to and including Certificate III level at the rate of \$75 per hour plus associated travel costs. 1:1 tuition can occur in the workplace or within the College.

CCAЕ provides 1:1 tuition for C-IV and Diploma courses at the rate of \$90 per hour plus associated travel costs. 1:1 tuition can occur in the workplace or within the College.

### **Policy and Procedure: ACFE Pre-accredited Programs – Collection of Tuition Fees**

Where a client is enrolled in a pre-accredited program with hours provided by ACFE, each client will be required to pay tuition at the rate of \$1.08 per hour or \$50.00 maximum for concession clients. Additional costs such as for materials and administration may apply. CCAЕ requires this payment in full for its pre-accredited programs *except where an exemption is approved in writing by the Manager.*

### **Policy and Procedure: Recreational Programs – Collection of Tuition Fees**

CCAЕ requires **clients to register expression of interest** for recreational programs at least one week prior to commencement date. Where there is sufficient interest for the program to be delivered, CCAЕ requires 100% payment in advance of the programs commencement date *except where an exemption is approved in writing by the Manager.*

CCAЕ honours **Seniors Card**. 10% discount off standard recreational program course costs, 5% off counter sale to the named Card Holder. This offer does not apply in conjunction with other discount offers.

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### **Procedure: Accredited Programs – What Happens if I Fail to Meet My Part Payment Commitments?**

Where a minimum 25% deposit on Tuition Fees and Resource Charges was paid on enrolment with the balance to be paid by monthly instalments has NOT BEEN HONOURED for 2 consecutive months, a note will accompany an invoice stating that the client must make contact with CCAE within 14 days from the date of the note or one of the following may occur:

- not be allowed to attend class nor continue in the accredited program.
- be granted, in writing, a 7 day extension to make their payment.
- be provided, in writing, with the consequences of non-payment by the extension due date.

If payment is not received by CCAE within the 7 day extension period the following processes and consequences may apply:

- The client will be recorded as having withdrawn from the program and unit.
- A Statement of Attainment, inclusive of assessed units actually covered by payments received to date, will be issued. To determine the units considered paid for in terms of issuing of a Statement of Attainment, the tuition and resource costs will be calculated in accordance with the appropriate program and rate per scheduled hour disclosed in fees and charges on the web site PLUS an admin fee of \$125. This may mean a client will not receive assessment for units that they have actually attempted and/or completed work in, since the fee for service costs are applied to the entire course to determine the number of units actually considered paid for.

If a client fails to make payment within the 7 day extension period but subsequently seeks to pay on day 8 or later, or a client wishes to enrol in a program in which they have already completed some units of work, the following processes and procedures, and associated costs may be incurred:

- The client will have to re-enrol and complete all enrolment forms.
- Payment of the minimum fee will be dependent upon whether they were enrolled in a previous government funded course within the calendar year.
- Credit Transfer will be applied at no cost to confirm the units regarded as satisfactorily completed.

### **Procedure: MOU's with other RTO's and/or Secondary School Providers**

CCAIE will not charge a tuition fee:

- in relation to a client enrolled in a course at another education institution who is undertaking part of that course at CCAIE under a Memorandum of Understanding [MOU] between CCAIE and the other education institution which provides for payment to the CCAIE for tuition and materials; or
- or any other fee or charge for a course for which funding has been provided by the Commonwealth or State and a condition of that funding prohibits the imposition of that fee or charge.

CCAIE will not charge a tuition fee to a client who is:

- a prisoner within the meaning of the Corrections Act 1986, or
- an individual who is detained (other than in weekend detention) in a youth training centre or a remand centre under the Children and Young Persons Act 1989 or the Sentencing Act 1991; or
- detained (other than in weekend detention) in a youth residential centre established under the Children and Young Persons Act 1989, or
- held on remand in youth training centre established under the Children and Young Persons Act 1989, or
- required to attend the course or courses concerned pursuant to a non-custodial order made under the Children and Young Persons Act 1989.
- CCAIE will grant a client who is in receipt of AUSTUDY a concession on the applicable tuition fee. The concession for a client on full AUSTUDY will be 50% of the applicable tuition fee.
- CCAIE may grant a concession on a tuition where Manager considers that its collection in full would impose extreme hardship.

### **Procedure: Financial Records**

In regard to Financial Requirements, CCAIE will:

- Ensure that all financial records shall be maintained in accordance with the requirements of the funding bodies and the taxation department.
- Ensure that financial accountability for specifically funded courses shall, on completion of said course, be audited by an independent auditor and sent to the appropriate funding body.
- Ensure that the Board appointed auditor and the audit is added to the AGM report to be presented at the Annual General Meeting and forwarded to all appropriate Government departments. The College will carry out a full audit annually.

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### **Procedure: Refund**

Fee refund applications must be made in writing to CCAE Manager immediately after course withdrawal on the fee refund form which is available from reception, CCAE Website or can be requested via email.

Students are encouraged to discuss problems with their trainer so the matter may be resolved. CCAE realizes cancellation or deferment of a course is sometimes unavoidable. We have established the following guidelines regarding refunds:

- ***If CCAE cancels a course:*** a refund of a proportion of tuition fees and resource charges, taking into account what units and resources have been provided compared to the students payment's schedule up to the point of cancellation. CCAE will provide the student with a Statement of Attainment, documents and information for enrolment with another VET education provider.
- ***If client withdraws from an Accredited course within 20 working days of their first attendance:*** CCAE will retain the cost of resources for units delivered up to the point of withdrawal PLUS an admin fee of \$125. The remainder will be refunded. CCAE will provide the student with a Statement of Attainment if they have successfully completed a unit.
- ***If client withdraws from an Accredited course post 20 working days of their first attendance:*** CCAE will only consider a refund on the aforementioned basis when an application for special consideration is approved by the Manager. CCAE will provide the student with a Statement of Attainment if they have successfully completed a unit.
- ***If client withdraws from an Accredited course to enrol with another Educational Institution:*** Upon presentation of the letter of offer from the other institution, together with the withdrawal form requesting a refund, CCAE will retain the cost of resources for units delivered up to the point of withdrawal PLUS an admin fee of \$125. The remainder will be refunded. CCAE will provide the student with a Statement of Attainment if they have successfully completed a unit.
- ***If client withdraws from Leisure/Lifestyles:*** 14+ days BEFORE commencement = Full refund; 07-13 Days BEFORE commencement = 50% refund; 1-6 Days BEFORE commencement and AFTER commencement = forfeit all fees.
- Requests for extenuating circumstances can be directed to the Manager.

If CCAE should become insolvent, domestic client fees are safeguarded due to the asset value of the land and building which is more than required to cover the cost of any refund of pre-paid courses.

### **Evaluation**

This policy will be reviewed bi-annually and as part of the CCAE's response to the constant changes SVTS requires.

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