



Fees and Charges Policy and Procedure (Domestic)

Purpose

This policy has been developed in line with the requirements 2018 VET Funding Contract and 2018 Guidelines about Fees. The purpose of this policy is to describe requirements regarding tuition fees and other fees associated with government subsidised training and to set out financial and accountability requirements with regard to fees. These guidelines apply to all enrolments in training subsidised through the Skills First Program.

This policy is to be read in conjunction with the following:

- Student Engagement Prior to Enrolment Policy and Procedure - Domestic
- Recognition of Prior Learning and credit transfer Policy and Procedure
- Domestic Enrolment Flowchart
- Pre-Enrolment Form
- Enrolment Form
- 2018 Standard Fees - Domestic students
- Refund Policy and Procedure - Domestic

Scope

This policy applies to all potential Domestic learners (also referred as students or applicant) enrolling at ACE. The student tuition fees as published are subject to change given individual circumstances at the time of enrolment. ACE will charge a range of fees and charges for programs and courses, which may vary from time-to-time at ACE's discretion.

Definitions

Eligible Individual	Eligible Individual means an individual who is eligible for government subsidised training in accordance with the eligibility requirements set out in this VET Funding Contract and related guidelines.
Tuition Fee Gap	Difference in the Tuition fees between Victorian Training Guarantee funded and ACE Course fees that are "directly related to the provision of a course that ACE is providing, or offering to provide, to the student".
Enrolment Fee	Enrolment fee is the fee charged for administrative purpose for enrolling a student in the course of their choice.
Learning resource / Uniform & Equipment fee	Learning resource / Uniform & Equipment fee are non-tuition fees that are non-refundable and not directly related to tuition, and may be compulsory for the course requirements as per the industry and training package guidelines.
Unused-Tuition Fee Gap	Unused tuition fee gap that a student has paid for educational services that ACE has yet to provide to the student
Refund	An amount of Gap fees paid by the student to ACE, which is returned to the student under specific circumstances defined in this policy. A refund will only be paid to the student unless otherwise directed by the student in writing.

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Policy and Procedure

- Prior to enrolment, ACE will supply each Eligible individual with a Statement of Fees. The Statement of Fees will provide prospective students with a quote for the total cost to them, for their proposed course of study/enrolment, taking into account their current circumstances (including any eligibility for concession).
- ACE Statement of Fees will include, at a minimum:
 - the code, title of the training product in which the learner is to be enrolled, as published on the National Register;
 - the training and assessment, and related educational and support services ACE will provide to the learner including the:
 - estimated duration;
 - expected locations at which training and assessment will occur;
 - expected modes of delivery; and
 - any work placement or practical placement arrangements.
 - the hourly tuition fees relevant to the individual enrolment taking account of any applicable concessions or waiver/exemptions;
 - the approximate value of the government contribution expressed in dollars; and
 - any other applicable fees, such as student services, amenities, goods or materials.
- Prior to the commencement of training, ACE will sight and retain copies of all documentation demonstrating an individual's eligibility for the tuition fee waiver/exemption granted by ACE for audit or review purposes and to meet the record keeping requirements set out in Section 6 of the 2018 Guidelines about Fees.
- ACE will report to the Department all tuition fee waivers/exemptions granted by ACE in accordance with the Victorian VET Student Statistical Collection Guidelines as issued by the Department from time to time.
- The concession fee charged by ACE will be 20 per cent of the ACE's published standard tuition fee for a non-concession government subsidised student in the same course at that time.
- For enrolments in courses at the Certificate IV level and below, ACE will charge the concession fee to an individual and their dependant spouse or dependant child 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; or
 - d. an alternative card or concession eligibility criterion approved by the Minister for the purposes of these Guidelines.
- For individuals entitled to a concession also referred as Job Seekers with a standard Job Seeker Referral Form; ACE will retain a copy of the original Job Seeker Referral Form and return the original to the individual. On enrolment, a copy of this form will also be returned by ACE to the Job Seeker's referring agency.
- ACE will publish on its website all other fees associated with government subsidised training including but not limited to any student services and amenities fees, fees for goods, services or materials and administration fees.

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- ACE will supply each individual with a clear refund policy *prior* to enrolment (through Student Agreement and Acceptance Of Offer; Website)that is fair, reasonable and covers scenarios relating to withdrawal by the student, course cancellation, closure of the RTO and any other reasonable matter and that meets the Standards for Registered Training Organisations 2015.
- Upon enrollment the student will be required to pay the fees as outlined in the ACE Student Agreement and Acceptance of Offer or a Payment Plan agreed by all parties taking into account their current circumstances (including any eligibility for concession).
- ACE will not issue a Testamur/Record of Results, or Statement of Attainment for a qualification prior to a student completing their course and/or paying any outstanding course fees.
- Tuition fees will not be transferred to another educational institution
- Any fees (including late fees) paid by credit card will incur a surcharge of 2% of the amount that is paid via this means.
- Students will be required to pay for additional fees; where applicable, on a student by student basis as per the Additional charges table.

ADDITIONAL CHARGES

Students will be required to pay for additional fees; where applicable, on a student by student basis:

Late Payment fee	A late payment fee of \$25 will be added to the outstanding after 2 weeks from the due date
Surcharge on fee paid by Credit Card	2% of fee paid by credit card
Lost Student ID Card	\$25 per replacement ID card
Re-Issuing of Testamur / Record of results	\$100 per re-issue
Re-Issuing of Statement of Attainment	\$50 per re-issue
Reassessment (due to NYC - Not Yet Competent in the assessment)	\$200
Reassessment (due to plagiarism / cheating)	\$200.00 (please refer to the Plagiarism and Cheating Policy for further information)
Recognition of Prior Learning - Non Formal or Informal Learning	\$200 per RPL unit
Photocopying	Free of charge related to training and assessment for the course enrolled