



FEES AND CHARGES POLICY AND PROCEDURE (DOMESTIC)

Purpose

This policy and procedure is designed to ensure ACE complies with the 2022 Standard Skills First Contract - Skills First Program, 2022 Guidelines about Fees; Skills Quality Charter Principle 3 – Informed Choice, VET Quality Framework and the Standards for Registered Training Organisations (RTOs) 2015 which states:

- *“Accurate and accessible information about an RTO, its services and performance is available to inform prospective and current learners and clients.”* (Standard 4)
- *“Each learner is properly informed and protected “.* (Standard 5)
- *“Students make an active and informed choice of course and training provider”* (Principle 3 - Informed choice)

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

- Student Engagement Prior to Enrolment Policy and Procedure (Domestic)
- Formalisation of Enrolment Policy and Procedure (Domestic)
- Recognition of Prior Learning and Credit Transfer Policy and Procedure
- Refund Policy and Procedure (Domestic)

Scope

This policy applies to all potential Domestic learners (also referred as students or applicants) enrolling or enrolled 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

Department	means the State of Victoria acting through the Department of Education and Training (or its successor).
Eligible Individual	Eligible Individual means an individual who is eligible for government subsidised training in accordance with the eligibility requirements set out in the Skills First Funding Contract and related guidelines.
Enrolment Fee	Enrolment fee is the fee charged for administrative purpose for enrolling a student in the course of their choice.
Fee Concession	means a concession on tuition fees granted, or to be granted, in circumstances where this Contract or the Guidelines About Fees specify that the Training Provider must grant a concession on tuition fees to a Skills First Student.
Fee Concession Contribution	means the contribution to be paid by the Department to the Training Provider when the Training Provider grants a Fee Concession to a Skills First Student, as detailed in Clauses 11.5 and 11.6 of Schedule 1 of this Contract.
Fee Waiver	means a waiver of tuition fees granted, or to be granted, in circumstances where this Contract or the Guidelines About Fees specify that the Training Provider must not charge a tuition fee, or where the Department otherwise directs that a tuition fee must not be charged, to a Skills First Student.
Fee Waiver Contribution	means the contribution to be paid by the Department to the Training Provider when the Training Provider grants a Fee Waiver to a Skills First Student, as detailed in Clauses 11.7 and 11.8 of Schedule 1 of this Contract.

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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.
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.
Statement of Fees	means a document for each Skills First Student that sets out fee and other information required by the National RTO Standards and the Guidelines about Fees.
Tuition Fee Gap	Difference in the Tuition fees between skills first program 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”.
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

Policy and Procedure

This policy and its procedures describe the 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 or Domestic Full Fee paying students.

1.0 General Requirements

ACE is not required to charge a minimum or maximum tuition fee for Skills First subsidised training. However, ACE shall grant any applicable Fee Waiver in accordance with Section 2 and any applicable Fee Concession in accordance with Section 3 of the 2022 Guidelines about Fees.

1.1 Prior to commencement of training, ACE will supply each Eligible individual with a Letter of Offer & Statement of Fees Acceptance Agreement. 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).

1.2 ACE Statement of Fees will include, at a minimum:

- the code, title and currency of the training product in which the learner is to be enrolled, as published on the National Register;
- the total cost to them for their program, taking into account any Fee Concession or Fee Waiver entitlement;
- 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 approximate value of the government contribution expressed in dollars; and
- any other applicable fees, such as student services, amenities, goods or materials.

1.3 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

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audit or review purposes and to meet the record keeping requirements set out in Clause 5.3 of the 2022 Guidelines about Fees.

- 1.4 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.

2.0 Fee Concessions

- 2.1 ACE will check a student’s entitlement for a Fee Concession as part of enrolment and prior to the commencement of training.
- 2.2 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.
- 2.3 If a student is entitled to a Fee Concession, ACE shall charge no more than 20 per cent of its published standard tuition fee, being the fee that ACE would have charged a non-Fee Concession Skills First Student in the same program at that time.
- 2.4 For enrolments in courses at the Certificate IV level and below, ACE will apply the concession fee to an individual and their dependant spouse or dependent child who, prior to the commencement of training, holds a current and valid:
- i. Health Care Card issued by the Commonwealth;
 - ii. Pensioner Concession Card; or
 - iii. Veteran’s Gold Card.
- 2.5 ACE will sight and retain copies of evidence of a student’s entitlement to a Fee Concession. Evidence will be kept in a way that enables the Department to confirm the student’s Fee Concession entitlement for audit or review purposes and will meet the record keeping requirements set out in Clause 5.3 of these Guidelines.
- 2.6 ACE will sight and retain evidence of Fee Concession entitlement by:

	Sighting	Retaining
i.	the original card, or correspondence from the card issuer confirming a concession is granted to the individual and they may commence claiming their entitlement.	a copy of the original card or correspondence, indicating the date it was sighted. The copy must show the: <ul style="list-style-type: none"> • concession holder’s name; • card number; • ‘valid from’ or card start date; and • expiry date of the concession entitlement.
OR		
ii.	the concession card displayed on a Digital Wallet through a Centrelink Express Plus mobile application on the cardholder’s mobile device. The digital card may not be sighted via a screen shot of the card that is e-mailed or otherwise reproduced.	a written declaration attached to the student’s file stating that the digital concession card has been sighted, showing the: <ul style="list-style-type: none"> • name of the authorised delegate who sighted the card; • date the card was sighted; • concession holder’s name; • card number; • ‘valid from’ or card start date; and • expiry date of the concession entitlement.
OR		



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	Sighting	Retaining
iii.	the equivalent record of a concession card as extracted from Centrelink Confirmation eServices by ACE.	an extract from Centrelink Confirmation eServices showing the: <ul style="list-style-type: none"> • date the extract was made; • concession holder's name; • card number; • 'valid from' or card start date; and • expiry date of the concession entitlement.
	OR	
iv.	<ul style="list-style-type: none"> • confirmation from a Gateway Service Provider² that it has connected to the Commonwealth Government's Document Verification Service (the DVS)³ and verified that an individual's name and concession card number match a current and valid record of concession entitlement in the DVS; and • information from the student about the type of concession card they hold, to confirm it is a type accepted by the Department; and • only if the concession is checked using the DVS after the commencement of training (in accordance with the grace period provisions of clause 3.11), ACE will also sight the card, a copy of the card, or correspondence from the card issuer showing the 'valid from' or card start date. 	<ul style="list-style-type: none"> • a transaction record generated by securely logging in to the administrative platform provided by the Gateway Service Provider, that shows: o the individual's name; and o that their name and concession card number were verified to match a current and valid concession entitlement in the DVS; • a record of the type of concession card the student holds, attached to the student's file; and • only if the concession checked using the DVS after the commencement of training (in accordance with the grace period provisions of clause 3.11), ACE will also retain a copy of the card or correspondence from the card issuer showing the 'valid from' or card start date.

- 2.7 Upon enrolment 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).
- 2.8 ACE will not issue a Testamur and Record of Results, or Statement of Attainment for a qualification prior to a student completing their course and/or paying any outstanding course fees.
- 2.9 Tuition fees will not be transferred to another educational institution.
- 2.10 Students will be required to pay for additional fees; where applicable, on a student by student basis as per the Additional charges table.

3.0 Additional Charges

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

Re-Issuing of Testamur / Record of results	\$100 per re-issue
Re-Issuing of Statement of Attainment	\$50 per re-issue
Reassessment (due to NS - Not Satisfactory in the	\$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	\$500 per RPL unit



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4.0 Refunds

- 4.1 ACE will provide each individual with a clear refund policy *prior* to enrolment (through Letter of Offer & Statement of Fees Acceptance Agreement) and through ACE's Website.
- 4.2 ACE shall ensure its Refund Policy is fair, reasonable and covers scenarios relating to withdrawal by the student, program cancellation, closure of ACE and any other reasonable matter and that it meets the requirements of Standards for Registered Training Organisations 2015.

Responsibilities

- CEO
- Compliance Officer
- Finance Officer
- Office Administrator

Relevant Forms / Record Keeping

- Pre - Enrolment Form
- Pre - Enrolment course flyers for relevant course
- Skills Quality Charter (Principle 3 - Informed Choice)
- Enrolment Form
- Domestic Enrolment Flowchart
- Letter of Offer & Statement of Fees Acceptance Agreement
- 2022 Standard Fees - Domestic students
- Enrolment Checklist - Domestic students

Version History

Version	Date	Description of changes
4.0	17.01.2022	Updated document to reflect contract changes, add Version History section, and other minor changes.
3.0	01.01.2021	Currently released version