



FEES AND CHARGES POLICY AND PROCEDURE (DOMESTIC)

Purpose

This policy and procedure is designed to ensure ACE complies with the 2023 Standard VET Funding Contract – Skills First Program, 2023 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 Standards for RTOs 2015 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 will grant any applicable Fee Waiver in accordance with Section 2 and any applicable Fee Concession in accordance with Section 3 of the 2023 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 program;
 - the total cost to them for their program, taking into account any Fee Concession or Fee Waiver entitlement;
 - 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 audit or review purposes and to meet the record keeping requirements set out in Clause 5.3 of the 2023 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 Waivers

- 2.1 ACE will grant a Fee Waiver in the circumstances set out in Table 1 below.

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- 2.2 ACE will report all Fee Waivers it grants in accordance with the Victorian VET Student Statistical Collection Guidelines, or as otherwise instructed by the Department.
- 2.3 ACE will sight and retain copies of any evidence (where required) of a student's entitlement to the Fee Waiver prior to the commencement of training, in accordance with Table 1 below.

Table 1:

	Circumstance:	ACE must grant a Fee Waiver if:	If the student is enrolling with:	ACE must sight:	ACE must retain:
a)	Judy Lazarus Transition Centre	The student is from the Judy Lazarus Transition Centre (as a prisoner within the meaning of the <i>Corrections Act 1986</i>).	Any training provider	Written confirmation from the management of the Judy Lazarus Transition Centre.	A copy of the written confirmation from the management of the Judy Lazarus Transition Centre.
b)	Young people on community-based orders	The student is required to do training under a community-based order made under the <i>Children, Youth and Families Act 2005 (the CYF Act)</i> .	Any training provider	Written confirmation from the relevant Youth Justice Unit of the Victorian Department of Justice and Community Safety that the student is required to do training under a community-based order made under the <i>Children, Youth and Families Act 2005 (the CYF Act)</i> .	A copy of the written confirmation from the relevant Youth Justice Unit of the Victorian Department of Justice and Community Safety.
c)	Skills First Youth Access Initiative	The student is referred to training by the Department of Families, Fairness and Housing, the Department of Justice and Community Safety, or a referring agency.	Only a TAFE Institute, Dual Sector University or Learn Local Organisation	A validly endorsed referral form from either the Department of Families, Fairness and Housing, the Department of Justice and Community Safety, or a referring agency.	The original referral form (and the Training Provider must return a copy of the form to the Department or referring agency).



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	Circumstance:	ACE must grant a Fee Waiver if:	If the student is enrolling with:	ACE must sight:	ACE must retain:
d)	Free TAFE for Priority Courses	The student is enrolling in a program on the Free TAFE for Priority Courses List and meets the requirements to receive the Fee Waiver as per Clause 16 of Schedule 1 of the Contract.	Only a TAFE Institute, DualSector University	N/A	A copy of the completed Evidence of Eligibility and Student Declaration Form where the student has responded to questions about the Free TAFE for Priority Courses initiative.
f)	Enrolment in a Free TAFE Short Course.	The student is undertaking a Free TAFE Short Course as identified on the Funded Programs Report.	Only a TAFE Institute or Dual Sector University	N/A	N/A

3.0 Fee Concessions

- 3.1 ACE will allow Fee Concessions on standard tuition fees in accordance with the 2023 Fees Guidelines.
- 3.1 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.
- 3.2 ACE will check a student's entitlement for a Fee Concession as part of enrolment and prior to the commencement of training.
- 3.3 Where ACE does not charge all fees for an enrolment in a program in one instance (for example, if fees are charged for each semester or year of study), then after initially checking a student's Fee Concession entitlement as part of enrolment, ACE will re-check their entitlement when an invoice is issued to the student for new fees.
- 3.4 Where ACE offers a student a 'payment plan' (meaning that the student is charged all fees for an enrolment in a program in one instance, but the Training Provider makes an arrangement with the student to pay in instalments), ACE does not need to re-check Fee Concession entitlement each time a new invoice is issued for an instalment amount.
- 3.5 If a student's Fee Concession entitlement expires before they complete all hours for which they have paid tuition fees, they are still entitled to receive a Fee Concession for those hours.
- 3.6 ACE will report all Fee Concessions it grants in accordance with the Victorian VET Student Statistical Collection Guidelines.

Fee Concession Entitlement

- 3.7 For enrolments in programs at the Certificate IV level and below, ACE will apply a Fee Concession to a student who, prior to the commencement of training, holds a current and valid:
- a. Health Care Card issued by the Commonwealth;

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- 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.

Evidence of Fee Concession Entitlement

3.8 ACE will sight and retain copies of evidence of a student's entitlement to a Fee Concession in the student's file. 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 must meet the record keeping requirements set out in Clause 5.3 of the Fees Guidelines.

3.9 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; and • card number.
OR		
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; and • card number.
OR		
iv.	<ul style="list-style-type: none"> • confirmation from a Gateway Service Provider 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. 	<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: <ul style="list-style-type: none"> ○ the individual's name; and ○ that their name and concession card number were verified to match a current and valid concession entitlement in the DVS; and • a record of the type of concession card the student holds, attached to the student's file.



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3.10 ACE may allow a student a grace period to provide evidence of a Fee Concession entitlement if they do not immediately provide it as part of enrolment. If ACE allows such a grace period, it must have a documented business process for how it is applied, and this must be auditable. When a student is given such a grace period, ACE must retain a record of the concession card 'valid from' or start date to show that the student's evidence of a Fee Concession entitlement was valid at the time of commencement of training.

Fee Concession entitlement under particular Government initiatives

3.11 The following students are entitled to receive a Fee Concession whether or not they hold one of the forms of Fee Concession entitlement specified above.

	Under the:	a student can receive a Fee Concession for:	if they:	and the Training Provider must sight and retain:
a	Indigenous Completions Initiative	an enrolment in a program at any level.	<ul style="list-style-type: none"> self-identify as being of Aboriginal or Torres Strait Islander descent (and are reported as such through the 'Indigenous Status Identifier' field of the Student Statistical Report). 	<ul style="list-style-type: none"> a copy of the enrolment form on which the individual self-identified as indigenous.
b	Asylum Seeker VET Program	An enrolment in a Seeker VET program at Certificate IV Program level and below.	<ul style="list-style-type: none"> Are referred to training by the Asylum Seeker Resource Centre or the Australian Red Cross. 	<ul style="list-style-type: none"> a validly endorsed Referral to Government Subsidised Training – Asylum Seekers form from the Asylum Seeker Resource Centre; or a validly endorsed Referral to Government Subsidised Training – Asylum Seekers form from the Australian Red Cross Victims of Human Trafficking Program.



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	Under the:	a student can receive a Fee Concession for:	if they:	and the Training Provider must sight and retain:
			<ul style="list-style-type: none"> are seeking to enrol at any training provider. 	<ul style="list-style-type: none"> confirmation the student holds a valid Visa type obtained by using the Commonwealth Visa Entitlement Verification Online.

- 3.12 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 fee waiver / concession).
- 3.13 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.
- 3.14 Tuition fees will not be transferred to another educational institution.
- 3.15 Students will be required to pay for additional fees; where applicable, on a student by student basis as per the Additional charges table.

4.0 Additional Charges

Students will be required to pay for additional fees; where applicable:

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 assessment)	\$200 (after the second attempt at assessment)
Reassessment (due to plagiarism / cheating)	\$200 (please refer to the Plagiarism and Cheating Policy for further information)

5.0 Refunds

- 5.1 Prior to enrolment, ACE will provide each student with a clear refund policy that is fair, reasonable and covers scenarios relating to withdrawal by the student, program cancellation, closure of ACE and any other reasonable matter that meets the Standards for RTO's 2015.
- 5.2 The refund policy will be made available to the student prior to enrolment via the Letter of Offer & Student Acceptance Agreement, in the Student Handbook and via ACE's Website.

6.0 Accounts and Records of Tuition and Other Fees

- 6.1 ACE will keep accounts and Records in a way that clearly distinguishes income for fee-for-service training from government subsidised training.
- 6.2 ACE will establish and maintain a separate general ledger account to record receipt of income from tuition fees and the payment of refunds of tuition fees.

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- 6.3 ACE will keep Records, including evidence and the date upon which evidence was sighted, to support any claim for a contribution towards revenue foregone as a result of granting Fee Concessions or Fee Waivers.
- 6.4 ACE's Finance Officer is responsible for managing the administration of Funds for Government-subsidised training via the 2023 Standard VET Funding Contract - Skills First Program. The Finance Officer manages this data via the accounting software program, MYOB.
- 6.5 ACE appoints an external accountant who coordinates annual financial audits of ACE's accounting practices as a registered training organisation as per the Australian Auditing and Accounting Standards.
- 6.6 ACE keeps complete records of all financial dealings under the Skills First Contract, including all quotations, invoices and receipts, which contains the particulars of payments made by ACE to its clients or income receipt from clients or from the department.
- 6.7 ACE ensures that all accounting records kept on file are made available for audit by the Auditor-General of Victoria or any other entity as directed by the Department.

Responsibilities

- CEO
- Compliance Officer
- Finance Officer
- Office Administrator
- Authorised Delegate

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
- 2023 Standard Fees - Domestic students
- Enrolment Checklist - Domestic students

Version History

Version	Date	Description of changes
5.2	08.02.2023	Updated document to reflect contract reference document.
5.1	30.09.2022	Additional information added to the Accounts and Records of Tuition and Other Fees section of the policy.
5.0	01.03.2022	Changes to fee waiver and other minor 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

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