

Wyndham Community and Education Centre Inc Policy and Procedure

Policy name	Concessions, Fees, Charges and Refunds
Responsible person	Business Services Manager , Training Services Manager , CEO
Staff involved	Administration Staff, Compliance and Reporting Administrator and Officer, Training Coordinators
Review dates	2012
Related documents	Ministerial Directions on Fees and Charges Policy, Schedule of Fees and charges, Enrolment Form, RPL Policy and Procedure, Checklist for ACFE L&L assessments, Request for Payment Plan or Tuition Fee Waiver Form, Payment Plan

Policy Context

Wyndham Community and Education Centre Inc. (WCEC) endeavours to offer quality education and training opportunities to the Wyndham community.

Many WCEC courses are **government funded** meaning that the government pays most of the cost and the student pays a set contribution fee. Courses that are not government funded or subsidised are known as **full fee paying** courses or **fee-for-service courses**.

Eligibility for government funded places needs to be determined before enrolling.

Government Funded Courses

Wyndham Community and Education Centre Inc follows the Ministerial Direction on fees and charges as set annually. Students who are eligible for a government subsidised place will have their tuition fees calculated according to the number of hours they enrol in, up to a set maximum tuition fee.

Wyndham Community and Education Centre will charge its fees in line with the maximum hourly rate, and the minimum and maximum amounts per year, for tuition fees for enrolments in courses as set by the Minister. Fees are charged based on the hourly rate for the year in which training commences for a unit. The hourly rate is applied to the scheduled nominal hours for the unit. A student will not be charged more than the maximum student fee in any calendar year. If a course is undertaken partly in one calendar year and partly in a second or subsequent calendar year, tuition fees shall be calculated according to the fees applicable when the training is to be undertaken. Fees will not be charged for any units the student is not required to complete due to Credit Transfers from previous training.

In circumstances of financial hardship, students can request they be considered for a payment plan or in some cases a fee waiver. The enrolment interviewer should complete a Request for Payment Plan or Tuition Fee Waiver form and lodge it with the Training Services Manager or Business Services Manager. Requests will be considered on a case by case basis.

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Fee-for-Service Courses

Students who are not eligible for a government funded training place can still enrol in the course but will have to pay the full fees for this course. Course costs are reviewed on an annual basis. In circumstances of financial hardship, students can request they be considered for a payment plan or in some cases a fee waiver. The enrolment interviewer should complete a Request for Payment Plan or Tuition Fee Waiver form and lodge it with the Training Services Manager or Business Services Manager. Requests will be considered on a case by case basis.

PROCEDURE: GOVERNMENT FUNDED TRAINING

1. Calculation of tuition fees for government funded training courses

1.1 For each student, Wyndham Community and Education Centre Inc. will calculate a tuition fee on the basis of the amount for each scheduled hour of government-funded training which a person enrolls to undertake (roundest to the nearest dollar) in a calendar year.

1.2 If a course is undertaken partly in one calendar year and partly in a second or subsequent calendar year, tuition fees shall be calculated according to the fees applicable when the training is to be undertaken.

1.3 Fees for courses are calculated on the basis of the Category as categorised by Skills Victoria's Department of Innovation, Industry and Regional Development (see attachment 1).

1.4 Wyndham Community and Education Centre Inc. will charge its fees in line with the maximum hourly rate, and the minimum and maximum amounts per year, as set by the Minister, for tuition fees for enrolments in each category of courses.

1.5 The tuition fee payable is determined according to the hourly rate, and the minimum and maximum annual amounts as specified by the Minister.

1.6 Fees will not be charged for any units the student is not required to complete due to Credit Transfers from previous training.

2. Enrolment in another course

2.1 If a student enrolls in and commences another government funded course in the same category in the same calendar year as enrolling and paying for this course, the tuition fees already paid will be taken into account in calculating the fees applicable to the additional enrolment/s.

2.2 If a student enrolls in and commences another government funded course from a different category as classified by Skills Victoria, in the same calendar year as enrolling and paying for this course, the tuition fees for each enrolment will be calculated independently, within the maximum and minimum limits specified for each category.

3. Concessions for government funded training places

3.1 Wyndham Community and Education Centre Inc. grants concessions on tuition fees in accordance with the Ministerial Directions.

3.2 Concessions will be granted to persons who provide evidence of a current Commonwealth Health Care Card, Pensioner Concession Card, or Veteran's Gold Card, or any dependant spouse or child of one of the above card holders. The concession card must be current at the time of enrolment and a copy of the card must be provided to Wyndham Community and Education Centre.

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3.3 Courses categorised in the 'Skills Deepening' category, have a minimum fee and not a concession fee.

3.4 Concessions do not apply if a person's tuition fee is being fully paid by a Commonwealth Government Agency or as part of Commonwealth program or initiative.

3.5 Wyndham Community and Education Centre Inc. may grant a concession on tuition fees if it considers that collection in full would impose extreme hardship. This may include a concession on, or exemption from, the minimum fee. Evidence of the hardship must be provided and the circumstances must be exceptional.

4. Indigenous Students

4.1 Indigenous students will pay the minimum fee for government funded training in 2010, 2011 & 2012.

5. Recognition of Prior Learning (RPL)

5.1 Wyndham Community and Education Centre Inc will charge a fee for the assessment of Recognition of Prior Learning, if the assessment is conducted via RPL at the request, or with the consent, of the student. Where an additional fee is charged for RPL, the amount will not exceed the actual cost of conducting the assessment and a quote or estimate will be provided prior to the session commencing. See RPL policy and procedure for more details.

6. Student Materials and Additional Fees

6.1 The tuition fees cover the cost of all compulsory student reading, learning and assessment materials. Students will be required to supply their own incidental consumable materials as the need arises during the course, such as note paper, pens, folders and display or presentation folders for projects.

6.2 Additional fees will be charged for student materials and resources that need to be replaced, based only on a cost recovery basis.

6.3 Additional fees will be charged for additional copies of printed qualifications and statements of attainment and results.

6.4 There are no concessions for material fees. There are no refunds after 4 weeks of commencement of classes, except where goods have not been supplied, or where goods can be returned unused.

6.5 WCEC's CEO may exercise the right to waive or amend this fee structure in the case of extreme hardship.

7. Collection of Fees

7.1 Fees for the relevant year are due upon the commencement of a course unless individual payment arrangements are made with Wyndham Community and Education Centre.

7.2 Late payment of fees will be referred to a Debt Collection Agency where additional costs for this will be passed onto the student.

7.3 Qualifications and Statements of Attainment will not be issued at the end of a course until all fees have been paid.

8. Refunds for government funded training places

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8.1 If a student withdraws, by written notice, from government-funded training or further education at any time up until 4 weeks after the scheduled commencement date of the course, the provider must refund the tuition fees paid in respect of the enrolment in excess of the minimum fee, and any other fees and charges paid by or on behalf of the student.

8.2 If a student withdraws from only part of an enrolment, then Wyndham Community and Education Centre Inc. will refund only the portion of the tuition fee applicable to that part of the training.

8.3 If a course is cancelled by Wyndham Community and Education Centre Inc. at any time during the period of a person's enrolment, then Wyndham Community and Education Centre Inc. must refund the tuition fees in full, and the pro-rata portion of any student services 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.

8.4 Wyndham Community and Education Centre Inc. may grant refunds in other circumstances or of greater amounts if it sees fit.

8.5 If a student has paid a fee for tuition which is no longer required because of recognition of prior learning (RPL), Wyndham Community and Education Centre Inc. will provide a refund on an amount equal to the difference between the tuition fee paid, and the tuition fee payable for the adjusted hours of tuition that are to be undertaken.

PROCEDURE: FEE for SERVICE COURSES

9. Calculation of tuition fees for fee-for-service courses

9.1 Each year course costs will be set for long and short fee-for-service courses.

9.2 Costs are calculated to cover the costs of running the course.

9.3 A concession price, will be offered wherever possible. A holder of a Commonwealth Health Care Card, Pensioner Concession Card and Veteran's Gold card who is paying for their own course, will be offered the concession rate.

9.4 A Payment Plan can be considered and negotiated in cases of hardship.

10. Refunds for fee-for-service courses

10.1 Courses with insufficient enrolments may be cancelled. In this instance all fees paid will be fully refunded.

10.2 If a client wishes to withdraw from a course we require 5 working days notice before the course commences. A refund will be made, by cheque or EFT, less an administration fee of up to \$50.00.

10.3 If less than 5 working days notice is given, no refund is automatically allowed.

10.4 No refunds are given after a course starts.

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ATTACHMENT ONE: SCHEDULE of FEES AND CHARGES

COURSE CATEGORY Govt. funded courses	HOURLY RATE	MINIMUM ANNUAL TUITION FEE	MAXIMUM ANNUAL TUITION FEE
Foundation Skills	Up to \$1.08	\$50	\$500
Skills Creation	Up to \$1.62	\$105	\$875
Skills Building	Up to \$2.17	\$187.50	\$1,250
Skills Deepening	Up to \$4.33	\$375	\$2,000
FEE for SERVICE COURSES			
Fee for service courses	As per brochure	Concession available as per set cost on presentation of health care card, pensioner concession card or Veteran's Gold card	Annually set fees
Short courses	As per brochure	Concession available as per set cost on presentation of health care card, pensioner concession card or Veteran's Gold card	Annually set fees

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