

Fees, Charges and Refund Policy and Procedure

PURPOSE

The purpose of this policy is to ensure Skill Hire abides by the Department of Training and Workforce Development's latest policy VET Fees and Charges for funded training programs.

POLICY STATEMENT

Skill Hire WA Pty Ltd trading as Skill Hire (herein referred to as Skill Hire) (RTO 0361) is committed to providing quality training and assessment products and services in compliance with the Standards for Registered Training Organisations (RTOs) 2015.

This policy and procedure maps to Clauses 5.3& 7.3

DEFINITIONS

In this policy the terms:

- "Employee" includes a contractor (or a contractor's employees);
- "Company" refers to Skill Hire;
- "Student" includes a candidate, trainee, apprentice, participant, client;
- "VET" is Vocational Education and Training which is post-compulsory education and training, excluding degree and higher level programs delivered by higher education institutions. VET provides people with occupational or work-related knowledge and skills;
- "RTO" is a Registered Training Organisation and includes TAFE colleges and institutes, adult and community education providers, private providers, community organisations, schools, higher education institutions, commercial and enterprise training providers, industry bodies and other organisations meeting the registration requirements;
- "Department of Training and Workforce Development" referred to as the Department, is Western Australia's government department responsible for training policy.

FEE TYPES

Fees that are charged to each student are determined by the number of hours involved in their program, and their personal circumstances.

There are two kinds of fees – Tuition fee and Resource fee.

- Tuition Fee

This is calculated as per the current VET Fees and Charges Policy.

- Resource Fee

This fee covers the materials purchased by Skill Hire that are consumed or transformed by students during their training.

Concessions

Concessions on courses

Eligibility for the concession rate on course fees is determined at the time of enrolment.

The following students are entitled to the concession rate on course fees

- Persons and dependents of persons holding a:
 - Pensioner Concession card;
 - Repatriation Health benefits card issued by the Department of Veteran's Affairs;
 - Health Care card.
- Persons and dependants of persons in receipt of services from the following
- Commonwealth support or employment services programs:
 - Workforce Australia; or
 - ParentsNext.
- Persons and dependants of persons in receipt of AUSTUDY or ABSTUDY.
- Persons and dependants of persons in receipt of Youth Allowance.
- Persons who are inmates of a custodial institution.
- Secondary school aged persons, not enrolled at school.

Special arrangements for targeted fee relief courses under the national partnership for JobTrainer Fund Western Australia signed a National Partnership for the JobTrainer Fund with the Commonwealth Government to provide low and fee free training to youth and jobseekers. Under the agreement, the following entitlements are available to students who enrol in a Category 5 – Targeted Fee Relief course before 31 December 2022:

- Concession students – the concession fee rates and \$400 annual fee cap apply each year over the entire duration of the course.

- Youth – the \$400 annual fee cap applies each year over the entire duration of the course

Special Arrangements for Fee-Free Courses Under The 12- Month Skills Agreement For Fee-Free Training Places

Western Australia signed a 12-month Skills Agreement with the Commonwealth Government to provide fee-free training in a range of qualifications and skill sets to support priority cohorts and address skill shortages. Under the agreement, 10 students who enrol in a Category 6 – FEE-FREE on or before 31 December 2024, are entitled to the fee-free arrangement each year over the entire duration of the course.

VET In Schools

Secondary school students are exempt from course and resource fees if they:

- are enrolled at school, as defined in the School Education Act 1999; and
- are undertaking a VET course.

This does not apply to secondary school-aged persons who:

- are in their final year of secondary school and will not, after the completion of
- that year be enrolled at a secondary school; and
- commence a course on or after 21 October 2024.

These persons will be considered as secondary school-aged students not enrolled at school.

In 2024, persons in their final year of compulsory education were born between 1 July 2006 and 30 June 2007.

Students In State Government Care

Students not enrolled at school are exempt from course and resource fees if they:

- are under the care of the Chief Executive Officer of the Department of Communities; and
- are a secondary school-aged person; or
- are under 18 years of age.

Interstate Students

Students residing in other Australian States or Territories are charged at fee-for service rates, with no specified maximum.

Apprentices and trainees may be eligible for publicly funded training if the:

- training contract is registered in Western Australia; and
- workplace is in Western Australia; and

- training occurs in Western Australia, unless the training is only available in another state or territory.

Temporary Residents

Persons holding one of the following visa types are to be treated as Australian residents for fee charging purposes and are also eligible for fee waivers and concessions:

- holders of a sub-class 309, 444, 785, 790, or 820 visa;
- secondary holders of a temporary visa of sub-class 457 or 482 visa;
- holders of a Bridging Visa E (subclasses 050 and 051) where the visa holder has made a valid application for a visa of subclass 785 or 790;
- Ukraine citizens who are holders of a visa sub-class 449 or 786;
- Afghan citizens who are holders of a visa sub-class 449; and
- holders of a bridging visa who are eligible to work, and who have made a valid application for a subclass 866.

NON-STANDARD ENROLMENTS

Multiple Enrolments

Where students enrol in a course and transfer to another campus or RTO to complete the same course, the total course charges will not exceed the maximum charges prescribed in Section 6.1.1.

The student must provide proof of any previous enrolment and fees paid, and a copy should be retained by the RTO for audit purposes.

Enrolment In CAVSS And USIQ

The CAVSS and the USIQ must always be co-delivered with a vocational qualification.

Enrolments in CAVSS and USIQ are exempt from course fees. Skill Hire do not offer CAVSS and USIQ courses.

Re-Enrolling in or Studying Multiple Classes of the Same Unit

Students wishing to enrol in a unit in which the student has already obtained a pass may do so at the RTO's discretion. These enrolments will not be publicly funded.

If a student enrolls in multiple classes in the same unit concurrently, these additional classes will not be publicly funded.

Remote Assessment Supervision

Where a student is remotely enrolled in a course but sits an assessment with another RTO that is situated in geographic proximity, a remote assessment fee of \$50.00 will be applied. In the case of trainees and apprentices this fee will be paid by the Department.

Charges for Students Transferring to other RTO

Where a student or a block of students transfers to another RTO, the new RTO will have course and resource fees transferred in full of the RTO from which the student(s) has transferred, if the program of study has not commenced.

In all other circumstances, the new RTO may seek a pro rata transfer, based on elapsed time, of course and resource fees from the RTO from which the student(s) has transferred. Transfers of fees are to be managed between RTOs.

Proof of previous enrolment and fees paid must be provided by the student and retained by the RTO for audit purposes. Details of transfers must be retained by both RTOs for audit purposes.

SKILLS RECOGNITION

Recognition of Prior Learning

Recognition of prior learning (RPL) involves the assessment of previously unrecognised skills and knowledge an individual has achieved outside the formal education and training system in respect of a specific unit. RPL is an assessment process that assesses the individual's non-formal and informal learning to determine the extent to which that individual has achieved these required learning outcomes or competency outcomes.

While fees for students enrolling in RPL are not subject to this policy and will be determined by the training provider, training providers are required to publish their fees for RPL services.

Recognition of Current Competencies

Recognition of Current Competencies (RCC) applies if a student has previously successfully completed the requirements for a unit and is now required (that is, by a licensing authority) to be reassessed to ensure that competency is being maintained. RCC fees are not subject to this policy and will be determined by Skill Hire.

Credit Transfer

Students are not charged for credit transfer. The transfer of credit provides the student with an exemption from relevant units within a course. Credit transfer does not involve an assessment of the student's knowledge or skills – it is an assessment of the credentials of the formal accredited learning presented against the destination course to determine the extent to which it is equivalent to the required learning outcomes, competency outcomes, or standards in a course.

Students may be granted credit for the completion of formal accredited learning with a school, university or RTO.

Payment Options

On enrolment, students will take up one of the following payment options:

- a. pay the full amount of fees and charges;
- b. present a signed authority from an employer to invoice that employer for the student's fees and charges;
- c. pay the fee by instalment;
- d. declare their intent to defer payment under the Commonwealth Government's VET Student Loans program, subject to eligibility and acceptance by the provider;
- e. pay part of the full amount of fees and charges and defer payment of the other part under the Commonwealth Government's VET Student Loans program; or
- f. make application on the grounds of severe financial hardship for fees and charges to be waived for courses below diploma level or concession-eligible Diploma and Advanced Diploma courses.

Students who fail to take up one of the above options must not be enrolled.

Apprentices and trainees are to be treated the same as other students and are legally liable to pay fees.

Payment by Instalment

Students must be given a minimum of eight weeks from the commencement of the unit to finalise payment when paying by instalment.

Accountable officers should use their discretion in the application of this instruction by formulating the payment by instalments to more appropriately match the particular training program. Details of the student's enrolment and details of why deferred payment was granted must be retained for audit purposes.

Where approval has been given for a student to pay by instalment, the RTO is responsible for the collection of outstanding fees and charges. Fair and adequate recovery procedures must be in place to manage the collection and recovery of monies.

Students who have fallen behind in their payments must not be enrolled in additional units unless appropriate arrangements, agreed to by both the student and the RTO, have been put in place to pay the amount outstanding.

Waiving of Charges

Accountable officers may waive all fees and charges for students that they assess as being in severe financial hardship for courses below diploma level and concession-eligible Diploma and

Advanced Diploma courses. Whether a student is in severe financial hardship is to be determined on a case-by-case basis by the RTO.

Existing worker trainees are not eligible for a fee waiver with the exception of enrolments in concession-eligible Diploma or Advanced Diploma courses.

RTOs are required to have in place formal processes for the waiving of fees and charges. Details of a student's enrolment, records where a fee waiver has been granted and documented reasons for the decision must be retained for audit purposes.

Meeting the concession eligibility requirements entitles the individual to a fee concession but is not sufficient grounds for the granting of a fee waiver.

Requirements for fee waiver assessments as per Fee Waiver Guidelines. Available on request.

Advice of Withdrawal

Students must be advised that written advice of withdrawal is necessary to ensure that:

- they are eligible for refunds; or
- they do not incur a liability under the Commonwealth Government's VET Student Loans program.

Refunds

RTOs are required to make all policies relating to refunds publicly available and inform students of the policy prior to enrolling.

- Full Refunds

Students who withdraw are entitled to a full refund of the applicable course fee, resource fee and other fees where:

- a unit is cancelled or re-scheduled to a time unsuitable to the student; or
- a student is not given a place due to maximum number of places being reached.

Accountable officers can approve a full refund of fees at any time during delivery if a class is cancelled because of declining student numbers, no available lecturer, or due to other circumstances caused by the RTO.

- Part Refunds

RTOs must set a census/withdrawal date for each unit at no less than 20% of the way through the period during which that unit is undertaken.

Students who withdraw for reasons other than those outlined in section 6.8.1 and who lodge a withdrawal form on or before the census/withdrawal date for a unit will be eligible for a full refund of the course fee for the unit; and

- a full refund of the resource fee if the course is a Diploma or Advanced Diploma course; or
 - 50% of the resource fee if the course is below Diploma level.
- Pro Rata Refunds

Accountable officers can approve a pro rata refund of fees and charges at any time during the course of delivery if students withdraw for reasons of personal circumstances beyond their control.

For example:

- serious illness resulting in extended absence from classes;
- injury or disability that prevents the student from completing their program of study; or
- other exceptional reasons at the discretion of the accountable officer.

In all cases, relevant documentary evidence (for example, medical certificate) is required. Details of all refunds should be retained for audit purposes, and the enrolment form annotated to show that a refund has been given.

- Refunds following Re-Marking

Students requesting a re-mark of their assessment should do so within four weeks of the date of publication of the results. Should a 'Not Yet Competent' candidate achieve an outcome of 'Competent' on a re-marking of the assessment, the \$25.00 re-marking charge is to be refunded.

Charges for Specific Services

RTOs are not required to charge fees for the following services. However, if fees are charged, maximum fees apply as specified below.

- a. Re-marking of an assessment – each unit \$25.
- b. Replacement of award/qualification/academic record \$50.00.
- c. Re-issue of academic statement.
 - i. Results on computer network \$20.00.
 - ii. Results from archive \$30.00.
- d. Remote assessment supervision \$50.00

Policy Additions or Amendments

Separate to the mandated annual review, the policy may be varied at any time due to legislative changes or to fall in line with widely accepted best practices in the workplace. In the event of any changes, the policy will be updated and relevant stakeholders advised.