

Fees, Charges and Refund Policy & Procedure

1. Purpose

The purpose of this policy is to ensure Skill Hire (RTO 0361) implements a transparent, fair, and accountable system for the management of student fees, charges, and refunds. Skill Hire is committed to abiding by the **Department of Training and Workforce Development (DTWD) VET Fees and Charges Policy 2026** and the **JSWA Business Rules** for all funded training programs.

2. Compliance and Scope

This procedure relates to the following:

- **2025 Standards for RTOs:** Performance Indicator 2.1(c)(iii) (Information on fees) and Compliance Requirements – Focus 18 (Prepaid fee protection).
- **DTWD JSWA Business Rules:** Provisions for payment ratios, evidence of participation, and non-standard enrolments.
- **Vocational Education and Training Act 1996 (WA):** Statutory basis for fee collection in Western Australia.

3. Scope:

This policy applies to all prospective and enrolled students at Skill Hire, including those under government-funded programs (Apprenticeships, Traineeships, PIT, VETDSS), fee-for-service arrangements, and those managed via third parties.

4. Definitions

- **Census/Withdrawal Date:** The official date for a unit after which a student incurs financial liability or is no longer entitled to a full refund upon withdrawal, set at no less than **20%** of the unit duration.
- **Course Fee:** The sum of fees for all units in which a student enrolls, calculated based on nominal hours.
- **Resource Fee:** Charges for materials essential to a course that are consumed or transformed during instruction (e.g., workshop materials, uniforms).
- **Secondary School Aged Person:** A person who has reached 15 years of age but has not reached the end of the year in which their compulsory education expires (born on or after 1 July 2008 for the 2026 year).

5. Policy Statement: Principles of Management

Skill Hire ensures that all fees and charges are transparent so students can make informed decisions prior to enrolment. **Enrolment is not complete** until statutory fees are paid, deferred payment arrangements are made, or fees are waived.

Prepaid Fee Protection:

In accordance with **Focus 18** of the 2025 Standards, Skill Hire will not collect more than **\$1,500 in prepaid fees** from any individual student at any time. Fees in excess of this amount are collected via instalments as the course progresses.

Fee-Free and Targeted Relief:

Skill Hire participates in the **FEE-FREE** program and **Category 5 – Targeted Fee Relief** initiatives for priority cohorts, including youth and jobseekers.

6. Fee Calculation and Categories (2026 DTWD Rates)

Fees are determined by the start date of the unit. Skill Hire applies the following **2026 DTWD hourly rates**:

Category	Description	Non-Concession Rate	Concession Rate
1	Diploma & Advanced Diploma*	\$5.79	\$1.74**
2	Apprenticeships & Priority Industry	\$3.25	\$0.97
3	General Industry Training	\$4.88	\$1.47
4	Foundation Skills & Equity	\$0.21	\$0.21
5	Targeted Fee Relief (Lower fees, local skills)	\$1.62	\$0.48

*Category 1 max course fee in 2026 is capped at **\$7,860**.

**Concession only for specific concession-eligible Diplomas.

Specific 2026 Caps:

Category 5 (Targeted Fee Relief): Max \$1,200 (Non-concession) or \$400 (Concession/Youth) per course.

Secondary School Aged (Not at school): Max \$420 annual total fee for all courses.

7. Concessions and Waivers

Concession Eligibility:

Students are entitled to the concession rate if they hold a valid Pensioner Concession Card, Health Care Card, or receive services from **Workforce Australia** or the **Parent Pathways** program.

Financial Hardship Waivers:

Skill Hire may waive fees for students in **severe financial hardship** for courses below Diploma level. Hardship is defined as the inability to provide basic necessities like food or medical treatment.

8. Skills Recognition (RPL, RCC, and CT)

Skill Hire supports students in identifying prior skills to reduce training time and costs.

- **Recognition of Prior Learning (RPL):** An assessment process of non-formal and informal learning. RPL fees are determined by Skill Hire and must be published.
- **Recognition of Current Competencies (RCC):** Applies when a student requires reassessment of a previously completed unit for licensing authorities.
- **Credit Transfer (CT):** This is an administrative process awarding credit for equivalent formal accredited learning. **Students are not charged for credit transfer.**

9. Non-Standard Enrolments

- **Multiple Enrolments:** If a student transfers to Skill Hire for the same course previously enrolled in elsewhere, total charges will not exceed prescribed maximums upon proof of prior payment.
- **Re-enrolling in the Same Unit:** Students may re-enrol in a unit already passed at Skill Hire's discretion; however, these enrolments **will not be publicly funded**.
- **Remote Assessment Supervision:** A fee of **\$50.00** applies when a student is remotely enrolled elsewhere but sits an assessment with Skill Hire.
- **Transfers between RTOs:** If a student transfers before commencement, fees are transferred in full. Otherwise, a **pro-rata transfer** based on elapsed time may be sought.

10. Payment of Fees and Charges

- **Payment Options:** Students must select one of the following at enrolment: full payment, employer invoicing, instalment plan, or a fee waiver application.
- **Instalment Plans:** Students are given a minimum of eight weeks from the unit's commencement to finalise payment. Students who fall behind in payments must not be enrolled in additional units until the debt is settled.
- **Employer Invoicing:** Where an employer assumes responsibility for fees, a signed authority is required. Employers remain liable for all commenced units even if the student withdraws after the census date.

11. Refunds

- **Full Refunds:** Granted if a unit is cancelled or rescheduled by Skill Hire, or if a student is not given a place due to capacity.
- **Part Refunds:** Students withdrawing on or before the **census date** receive a full refund of course fees. Resource fee refunds are 100% for Diplomas and 50% for courses below Diploma level.
- **Pro-rata Refunds:** Approved for exceptional personal circumstances (e.g., serious illness) supported by documentary evidence.
- **Re-marking Refunds:** If a student achieves a 'Competent' outcome on re-marking, the **\$25.00** re-marking charge is refunded.

12. Charges for Specific Services (2026 Max Fees)

- Re-marking of an assessment: \$25.00 per unit.
- Replacement of award/qualification: \$50.00.
- Re-issue of statement (network): \$20.00.
- Re-issue of statement (archive): \$30.00.

Schedule of Approvals and Amendments

This document is owned by Administration and Compliance Manager

Status Initial document / Amendment	Actioned By	Date of Review	Scheduled Review
Created & reviewed	Lauren Hollows	01/02/2019	01/02/2020
Minor updates	Lauren Hollows	13/10/2019	01/07/2020
DTWD updates	Ronel Derman	24/01/2023	01/2024
DTWD updates	Ronel Derman	24/02/2024	01/2025
DTWD updates	Ronel Derman	23/01/2025	01/2026
Update to SRTO 2025	Ronel Derman	20/08/2025	08/2026
DTWD updates	Ronel Derman	05/01/2026	01/2027