

Fees, Charges and Refunds

Policy

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Related policies and documents:	Fees, Charges and Refunds Procedure Refund of Fees for International Students Policy and Procedure Marketing Information to International Students Procedure Student Academic and Non Academic Grievance/Complaints Policy Selection and Admissions Policy Enrolment Policy WAI web pages "Fees and Charges"

Purpose

To ensure that there is a clear and consistent approach for all matters relating to the setting and revision of student fees, charges and refunds.

Coverage

This policy applies to the setting, administration, communication and refund of student fees and charges compliant with Commonwealth and State Government legislation and other regulations applicable to William Angliss Institute (WAI). It applies to all prospective and current students and staff of WAI involved in these activities.

Policy

- William Angliss Institute (WAI) has the right to establish and collect fees from students and sponsors of students.
- WAI's Executive Committee have the sole authority to approve fees and charges
- WAI will calculate fees and charges for services, access to resources, administration or other activity where it can be reasonably expected there should be a fee or charge for that service, resource, administration or other activity.
- Where a schedule of fees and charges is provided by Commonwealth or State legislation, a regulatory body or approved third party, these fees and charges will be adopted by WAI. WAI reserves the right to vary said fees and charges where applicable, and the schedule provided allows such variance.
- All fees and charges will stipulate they are subject to change. A variation may occur due to a change in regulations, legislation, or other financial considerations. This will be communicated to students and published on the WAI website in a timely manner
- Calculated fees and charges including but not limited to admission, enrolment, examination and required materials will be published on the WAI website and relevant publications in a timely, clear and transparent manner.
- Schedules of Fees and Charges will be reviewed annually and be published online, and where appropriate, in relevant publications.

- WAI will provide prospective and current students with accurate and comprehensive information for financial support granted by Commonwealth and State governments, or other bodies, or awarded by WAI.
- Where relevant, WAI apply a fair, clear and consistent process for all current and prospective students to determine eligibility for a government subsidised place as guided by relevant legislative requirements.
- Financial scholarships awarded to students will specify the nature of the financial obligation under which the scholarship is given.
- It is the prospective or current student's responsibility to pay all fees and charges owing by the published due dates. Where this is not possible, it is the student's responsibility to apply for a fee waiver, or enter into a payment plan arrangement, prior to the fee or charge falling due.
- Where a fee is unpaid by a published due date an appropriate penalty may be applied, such as:
 - Interest.
 - Other additional charges, such as late payment fees.
 - Restrictions on access to WAI services.
 - Restrictions on enrolment or graduation.
 - Referral of the collection of the outstanding payment to an external agency, including being liable to pay any additional costs associated with this process. This action may consequently affect credit rating.
 - Offering students a payment plan subject to eligibility criteria.
 - Cancellation of an enrolment, but only after written advice is provided to the student, giving them a reasonable opportunity to repay the outstanding debt
- A student has the right to request a review, and appeal decisions made, in line with the Fees, Charges and Refund Policy and Procedure and in accordance with the Student Academic and Non Academic Grievance/Complaints Policy. The availability of the appeal process does not remove the right of a student to take action under Australia's consumer protection laws, concerning refund of fees.
- Where a student faces financial hardship WAI may extend a due date, offer a payment plan or waive part or all WAI fees and charges due.
- WAI may refund fees and charges subject to published refund criteria.
- WAI recognises the importance of sponsors and supports clear and transparent procedures to enable sponsorship of students. If a sponsor has failed to make payment in line with payment due dates the normal fee collection processes will apply including the application of sanctions. Sanctions due to failure of a sponsor to make payments shall preclude re-enrolment to a subsequent period of study.
- WAI shall keep records to support any claim for compensation for revenue foregone as a result of granting concessions or exemptions. Documentation for student fees and refunds must be maintained, including any actions relating to the reduction of fees due to waivers.

Definitions

- **Administration Fee** - A fee that may be charged to cover administrative costs incurred during the processing of a transaction, such as an application, enrolment, payment plan set up, cancellation, or refund.
- **Course/ Program/ Qualification** - Refers to an education training program, the completion of which leads to a qualification recognised under the Australian Qualifications Framework, or a combination of Units of Competence which result in a statement of attainment or qualification

- **Census date** - A published date that applies to domestic students in courses at or above a diploma level. It is the last day a student can make an upfront payment, apply for a Commonwealth Government loan, or formally withdraw from a subject/unit or course, without incurring a financial liability for tuition fees. Withdrawals after this date will mean the fee is still payable, either to William Angliss Institute, or as a debt owed to the Commonwealth Government (for students on a VET Student Loan, or FEE-HELP loan scheme).
- **Financial Hardship** – A situation where a loan or debt has been incurred and at the time the ability to meet the payment due dates was achievable, but a change in circumstances has meant that it is no longer possible to pay these amounts by the due date. Financial hardship cases require endorsement by WAI’s counselling services.
- **Government Subsidised Courses** - Courses where the relevant government body makes a financial contribution towards the delivery of the training provided to an eligible individual, such as that provided under the Victorian VET Funding Contract (TAFE) Skills First Program
- **Government Subsidised Place** – Students who are deemed to meet the relevant State Government’s eligibility criteria for access to subsidised training (such as those under the Victorian VET Funding Contract (TAFE) Skills First Program) are charged a reduced tuition fee (compared to a Fee For Service student), as the government contributes funding directly to WAI to support the cost of training.
- **Fee for Service** – A fee rate that is reserved for domestic students who are deemed to be ineligible for a Government Subsidised place. These students may still be eligible for a Commonwealth Government loan scheme (VET Student Loans, or FEE-HELP)
- **Fee Waivered Place** – A special form of a Government Subsidised place where the relevant government subsidises the full amount of tuition fees for an eligible student, and gives funding directly to WAI to support the cost of training. These places are provided under a specific State or Commonwealth Government initiative, such as the Victorian Government’s Free TAFE for Priority Courses program. Students in a fee waived place may still be required to pay other fees as part of their course, such as materials fees, or student services fees.
- **Standard Fee** – The tuition fee charged to a student in a Government Subsidised Place who does not meet the relevant eligibility criteria for a concession fee, or fee waived place.
- **Concession Fee** – The tuition fee charged to a student in a Government Subsidised Place who meets the relevant eligibility criteria for a concession rate for their enrolment.
- **Materials Fee** – A fee to cover the cost of materials or resources that are provided to a student, or to cover for other incidentals incurred in delivering the training. Resources for which a materials fee is charged are either directly consumed/utilised by the student, or become the property of the student. Materials fees are course specific and cover items such as excursions, printed versions of coursework or workbooks, compulsory uniforms, and other items provided by William Angliss Institute to support the delivery of training.
- **Student** - A person enrolled in a course/ program/qualification/short course.
- **Student Amenities / Student Services Fees** – A fee charged to all students enrolled to cover the cost of important student services and amenities such as student support services (including counselling, disability support, health and careers), as well as student events. These fees also go towards facility improvement projects.
- **Study Period** - Means a semester/ session/ term where appropriate and is usually defined by a start and end date of the period.
- **Tuition Fees** - Refers to an amount charged for the delivery of training in a specific unit, course, program, qualification, or short course. This is either charged at an hourly rate, a cost per unit, a cost per course, or a cost per study period.

- **VET Student Loan** - VET Student Loan is the replacement of the VET FEE-HELP loan scheme for the Vocational Education and Training (VET) sector. VET Student Loans will assist eligible students who are enrolled in an approved VET Student Loan Diploma and Advanced Diploma level course to help pay for all or part of their tuition fees. This loan is repaid to the Australian Tax Office, when income reaches a prescribed minimum threshold. Eligibility is detailed on the Department of Education and Training (Commonwealth) website (www.studyassist.gov.au)
- **FEE-HELP** - is a Higher Education Loan Program provided by the Australian Government for institutions with full fee paying students. Eligible full fee paying students may access FEE-HELP assistance to pay for Units of Study (Units) towards a degree and then repay the amount (to the Australian Tax Office) when earning above a prescribed threshold. Eligibility is detailed in the FEE-HELP Information Booklet available on the Department of Education and Training (Commonwealth) website (www.studyassist.gov.au)
- **Written Advice** - Means a completed application form, or a request by letter, email or fax submitted to an advised administrative area, or correspondence to a student sent by SMS, letter, email or fax.

Legislative and/or Institute Management Context

This policy enables WAI to comply with regulatory and management instruments including but not limited to:

- Higher Education Providers: Administrative Information for Providers (AIP)
- Higher Education Providers: VET Administrative Information for Providers (AIP)
- Education Services for Overseas Students (ESOS) Act 2000
- Higher Education Support Act (HESA) 2003 and associated Administration Guidelines
- VET Administrative Information for Providers, Department of Education and Training, September 2015
- VET Administrative Information for Providers, Addendum, Department of Education and Training, October 2015
- VET Student Loan Rules 2016
- VET Student Loan (Course and Caps) Determination 2016
- VET Funding Contract

Non-compliance

Established breaches of this Policy and any associated procedures will be met with disciplinary action and may result in dismissal.