



SKILLHIRE

P007

RTO Fees & Charges Policy

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.

Policy Objective

For publicly-funded training programs Skill Development abides by the Department of Training and Workforce Development's latest policy VET Fees and Charges.

1. Commitment

At Skill Hire, we are committed to ensuring our workplaces are free of discrimination, harassment and bullying with equity in employment for all people employed or seeking employment. We are committed to ensuring our workplaces are inclusive of people of all backgrounds including those who identify as Aboriginal or Torres Strait Islander. We are also committed to ensuring our workplace is inclusive for people that have disabilities, medical conditions including mental health. This commitment is based on the need to ensure that our company complies with State and Federal Equal Opportunity laws and to ensure that every person is given a fair and equitable chance to compete for appointment, promotion or transfer and to pursue their career as effectively as others.

2. Background

In 1992, the Western Australian (WA) Government introduced fees for publicly funded VET on the basis that as the main beneficiaries of training, students should contribute toward the cost of that training. These fees are not based on cost recovery principles. They contribute only a small percentage of the total cost of training in WA.

RTOs must charge students fees where applicable. Fees may only be waived in cases of severe financial hardship.

3. 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.

3.1 Tuition Fee

For government funded training, this is calculated as per the current VET fees and charges policy.

Fee for service tuition fees are charged depending on the service being provided.

3.2 Resource Fee

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

4. Concessions

Some students may be eligible for concession 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 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.
- Persons who have reached the age of 15 but who have not reached the end of their compulsory education period. In 2016, eligible students will have birth dates on or 1 July 1998.
- Proof of eligibility for concession must be shown at enrolment.

5. Payment Options

There are a number of options available to pay fees:

- Payment in full (by student or employer);

- By instalments (as negotiated with Administration Coordinator);
- Payroll Deduction (Skill Hire employees only); or
- Make application on the grounds of financial hardship application.

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

6. Refunds

For students participating in publicly-funded programs (apprenticeship, traineeship) refunds are available in line with the Department of Training and Workforce Development's Fees and Charges – Policy guidelines for Publicly Funded Registered Training Organisations and Programs, which notes the following:

- Students must advise in writing that they wish to withdraw and are seeking a refund.
- Requests for refunds must be lodged to Training Division within two weeks of the official withdrawal date.

For fee for service students, refunds vary, refer to Fees, Charges and Refunds Procedure for more information.

6.1 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 give a place due to maximum number of places being reached

Administration Coordinator 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.

6.2 Part Refunds

Students who withdraw for reasons other than those outlined in section 6.1 and who lodge a withdrawal form before the withdrawal date for a unit – which the Training Division will determine for each unit, no less than 20% duration for that unit will be eligible for a full refund and

- 50% of the resource fee if the course is below Diploma level.

6.3 Pro Rata Refunds

The Administration Coordinator 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.
- Other exceptional reasons at the discretion of the accountable officer.
- In all cases, relevant documentary evidence (for example, medical certificate) is required.

6.4 Refunds Following Re-Assessment

Students requesting a review of their assessment should do so within four weeks of the date of publication of the results. There are fees associated with this service – refer to the section Incidental Charges.

Should a 'Not Yet Competent' student achieve an outcome of 'Competent' on a review of the assessment, the \$25 per unit re-assessment charge is to be refunded. The \$50 per unit charge for reporting on assessments (refer Incidental Charges section) is not refundable at any time.

7. Incidental Charges

There are a number of other fees that may be applicable:

- Late entry to assessments \$25.
- Special deferred assessment – each unit \$25.
- Assessment only, and assessment held in normal assessment period – each unit \$20.
- Assessment only, and assessment not held in the normal assessment period – each unit.
- Assessment administration costs (each student) \$50.

Students requesting a re-mark of their assessment should do so within four weeks:

- Re-marking of an assessment if the result was a fail – no charge.
- Re-marking of an assessment if the result was re marked as competent – each unit \$25.
- Replacement of award/qualification/academic record \$50.
- Re-issue of academic statement:
 - Results on computer network \$20.
 - Re-issue of non-current enrolment form \$30.
- Remote assessment supervision \$50.

8. Debt Recovery

The Training Division will take action to recover outstanding fees in the following situations:

- Fees have not been paid;
- Fees are being paid too slowly.

Such actions will include reminder telephone calls, follow-up letters, or in the last instance the use of debt collection agencies.

Qualifications will not be issued if fees due are not paid in full.

9. Policy Review

This policy will be reviewed each year and as a standing item, include details of the date it was reviewed.

8.1 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.

10. Related Documents

- PO010 Training & Assessment Strategy Policy
- CS-PR004 Accounts Receivable Procedure

11. Schedule of Approvals and Amendments

Status Initial document / Amendment	Approved By	Date of Review	Scheduled Review
Changed to reflect updated personnel; added schedule of approvals/amendments and updates to include more information on fee for service processes.	L Hollows	3.8.18	3.8.19



Richard Kiel
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