

FEES AND REFUNDS POLICY AND PROCEDURE

PURPOSE

The Central Coast Community College (the College) is committed to providing a fair and transparent policy and procedure for students and prospective students about fees charged, protection of fees, concessions and exemptions, and refunds where warranted.

The College safeguards all fees, charges and subsidies received from students and undertakes to ensure that all fees and charges paid are recorded in the appropriate manner to guarantee financial integrity.

APPLICATION OF THE POLICY

This policy applies to fees, charges and refunds applicable to the provision of programs and courses offered by the College. It applies to students undertaking training under government training contracts, students paying full fees, and students entitled to concession fees and exemptions.

DEFINITIONS

Credit means holding student fees paid to be applied to a future program

Concession means reduction in fees payable for a course – specific eligibility criteria applies

Exemption means no fee is payable for a course – specific eligibility criteria applies

Refund means return of full or partial fees paid by student

Transfer means transfer of enrolment fees from one course to another

Administration Fee means the cost incurred for processing applications, enrolments, course resources and payments. This fee is non-refundable.

POLICY STATEMENT

The College makes every effort to ensure potential clients and students are made aware of its fees, charges, available concessions and exemptions and refund arrangements before accepting a student for enrolment.

PROCEDURE

Notifying fees and charges

- Students and/or their employers are to be advised of any fees, charges, available concessions and exemptions and resource costs relating to their study program prior to or at the time of enrolment. Payment arrangements are aligned to courses and may vary

depending on factors such as length of course, student cohort, government contract guidelines, etc

- The College advises its fees and related costs in course promotional materials such as College course guides and information packages, on the College's website, in quotes for industry training, and in pre-course invoices
- Students and/or their employers engaged in training programs which are funded by State or Commonwealth Government, will be made aware at the time of enrolment of the funding that is provided by the Government as well as any concessions, exemptions and additional fees applicable such as administration fees or resource costs
- Fees and charges are non-transferable to other students or other institutions
- College fees and charges are reviewed regularly and are subject to change. Notification of changes will be as per previous points in this section

Administration and resource charges

- Administration and resource charges may include a non-refundable administration fee, an enrolment fee, learning resources essential for the course, uniform garments mandatory in some work-placement programs, items which are consumable or transformed by students during the course, text books, photocopying, additional copies or re-issue of qualifications and academic transcripts
- Additional charges may also apply, including follow up charges associated with late or non-payment, overdue fees, dishonoured cheque fees
- Any equipment/property either purchased separately by the student or paid for as part of materials fees becomes the property of the student

Payment arrangements

- Irrespective of the availability and receipt of government subsidies by an employer, school, or student, it is a requirement of the College that where enrolment fees, administrative charges or other charges are applicable, these must be paid upfront before or at the time of enrolment
- In the event these fees exceed \$1,500, no more than \$1,500 will be taken from individuals prior to the commencement of their course, with the remainder of the fees due payable on the first day of the course
- Payment may be made by EFTPOS, credit card or bank transfer/deposit

Concessions and Exemptions

The College offers concessions and exemptions for eligible students enrolling into a NSW Government subsidised training program in line with the relevant program's fee administration policy.

Payment plans

Where a student may be disadvantaged by not being able to afford to pay an entire course fee up front, the student may discuss their circumstances with the CEO. If the CEO approves, a payment plan developed using the PaySmart system, will be implemented to manage

payments. This will incur a non-refundable administration fee of \$450 payable at the time the payment plan is established.

Non-payment of fees

All fees and charges must be paid by the due dates. Failure to pay fees and charges may result in any or all of the following sanctions, until the full amount is paid:

- suspension from attending or participating in the course
- exclusion from assessment activities
- withholding of qualification and academic record
- termination of the enrolment
- exclusion from any future enrolments at the College

Debt Recovery

Fees and charges that remain unpaid after 90 days from the due date may be referred to a debt collection agency.

Fee Assurance

The College is required to protect fees paid in advance for nationally recognised training. To meet this regulation, the College may accept payment of no more than \$1,500 from individuals prior to the commencement of their course. Following course commencement, the College may require payment of additional fees in advance from the student but only such that at any given time, the total amount required to be paid which is attributable to tuition or other services yet to be delivered to the student does not exceed \$1,500.

The College is only required to protect prepaid fees from individual students and prospective students where the student or their representative pays the fees through direct enrolment. These requirements do not apply, for example, where an employer engages the College to provide training and/or assessment to members of its staff through a negotiated commercial transaction.

Refunds prior to course commencement

All students at the College are entitled to a refund of part of their course fees, less any applicable non-refundable administration fee, if:

- the student has overpaid the course fee
- the College cancels the course for any reason
- the student has medical, hardship or another extenuating circumstance which prevents their attendance. This must be discussed with the CEO who will assess the application for these circumstances before deciding. Supporting documentation or evidence may be required to substantiate this request

The College will not refund course fees where the student request a refund because of changes in personal circumstances.

Non-refundable circumstances

- If a student chooses to withdraw from an enrolled program prior to course commencement, a non-refundable administration fee of \$450 will apply
- No refunds of course fees will apply after the course has commenced and students may be required to pay any outstanding fees
- The College will not refund course fees where the student requests the refund because they:
 - changed their mind about attending the course after they have enrolled in the course
 - changed jobs
 - changed work hours
 - moved out of the area; or
 - are made redundant or retrenched

Approving Refunds

- Where the student has overpaid a course fee, or the College has cancelled a course, administration staff is empowered to authorise refunds, within the limits of the Delegations Policy and Procedure.
- All other refunds must be approved by the RTO Manager. Exemptions to the refund conditions may occur where the student has extenuating or compassionate grounds as determined by the CEO

Credits for course fees

- Students may apply for a credit of course fees, less the applicable non-refundable administration fee, if they give more than 10 working days' notice of cancelling their enrolment prior to the course commencing
- The RTO Manager will assess any request where the student gives less than 10 working days' notice
- A student wishing to give less than 10 working days' notice of cancelling their enrolment may be offered the opportunity to call the College in the week prior to the next course commencing and, if a space is available in that course, may then enrol without further charge.

NOTE: Any credit issued only remains valid for a period of 12 months. After this period any credits will be forfeited.

Transfers to other courses

- Students may apply for a transfer of course fees to another course of their choice, less the applicable non-refundable administration fee, if they give 10 or more working days' notice of cancelling their enrolment, prior to the course commencing
- The RTO Manager will assess any request where the student gives less than 10 working days' notice
- Only one transfer per enrolment is permitted, unless the transfer relates to a course(s) that the College cancels for any reason. In this case, the administration fee will not apply.

Publishing the refund policy

Excerpts from/this policy will appear in the College's Student Handbook and on the College's website.

Student's right to appeal decisions

If a student is not satisfied with the conditions under which a refund or partial refund is paid or denied, the College's Complaints Handling Policy and Procedure can then be applied. This policy, and the availability of complaints and appeals processes, does not remove the student's right to take action under Australia's Consumer Protection Law.

GUIDE TO FEES AND CHARGES

Circumstance	Policy	Notes
The College cancels the course prior to course commencement	A full refund of the student's fees applies	The refund will be processed within 10 working days.
A student requests a credit or transfer of course fees for a non-refundable circumstance within 10 working days prior to course commencement	A credit or transfer may be applied, less applicable non-refundable administration fee of \$450.	Provide student with fee credit or transfer letter. Only one transfer per enrolment is permitted. Any fee credit issued for a non-refundable circumstance must be used within 12 months or it will be forfeited.
A student requests a refund because, after the course has commenced, they have: <ul style="list-style-type: none">changed their mind about attending the course;changed jobs;changed work hours;moved out of the area;orbeen made redundant or retrenched.	No refund applies.	Any outstanding fees may be payable.

Circumstance	Policy	Notes
A student requests a refund of costs for resource and/or materials purchased by the College and consumed or transformed by students during the course.	Resource/ materials fees are outlined prior to enrolment and are only refundable if the student cancels the enrolment prior to commencement of training and where the student has not taken possession of the items.	
The College refuses to continue the student in the course because of student misbehaviour or failure to pay due fees	No refund applies.	
A student requests a Statement of Attendance for a non-accredited course, where the course does not already include a Statement in the course fees.	\$15 fee applies	Student must have attended at least 80% of the course to be eligible. Requests must be made within 6 months of course completion
A student requests a document re-issue where the College has already provided that document to the student	\$75 fee applies for certificates issued after 2011 \$100 fee applies for certificates issued prior to 2011	Includes: Statement of Attainment Certificate, Diploma or Advanced Diploma Academic Transcript
A student requests credit transfer for a unit of competency issued by another training organisation	No charge applies	To be eligible for credit transfer, the unit code and name must match exactly.
RPL (Recognition of Prior Learning) assessment fee	50% of the current course fee (per unit) applies	Please see RPL policy/procedures for further guidance

RELATED DOCUMENTS

Policy and Procedure for Complaints Handling

Policy and Procedure for Student Enrolment