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**Fees, Charges and Payment Plan  
 Policy**

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## PURPOSE

Chandler RTO (RTO ID - 52733) through this policy ensures that all individual and organisational clients are aware of the fees and charges associated with enrolment in a course and/or service with Chandler RTO.

This policy and procedure is to clearly outline how fees and other related charges cover, how they are applied and related refund guidelines. The policy complies with the Guidelines about Fees for the Skills First as per the VET Funding Contract. It also identifies the processes in place to protect the fees paid by students in advance. This policy also provides guidelines for the payment plan. Chandler RTO ensures the protection of all fees and aims to provide clear and accessible information to students about fees and charges prior to and throughout their enrolment and/or other involvement with Chandler RTO.

## Scope

This policy applies to all fees and charges levied by Chandler RTO.

## Responsibilities

This policy is the responsibility of the Chief Executive Officer of Chandler RTO.

## Definitions

**Administration Fee** is an administration fee charged for processing enrolment applications that is non-refundable except where Chandler RTO has cancelled the course.

Please refer to schedule of administrative fee for the fee amount.

**Materials Fee** is a charge to cover the cost of manuals, resources or other materials required by the student for a specific course. These items remain the property of the student till submission.

Note: \$100 is charged additionally as Materials Fee if Chandler RTO is reissuing the materials.

**Course Fee** is the full fee charged for a course which is Tuition Fee and where applicable,

**Course Start / Commencement Date** is the course start or commencement date and is the first date of the course in which the student is enrolled as on the enrolment agreement. In the case of students studying online or via distance learning, course start, or commencement date is the first date that the student accesses the course material online or has signed for reception of the distance learning materials.

## Policy

This Policy covers all training courses offered by Chandler RTO. The proposed fees and charges for the delivery of nationally accredited training and assessment

services are checked for compliance with the relevant performance agreement. CEO reviews fees and charges on a regular basis.

Chandler RTO is entitled to charge fees for services provided to Students undertaking a course of study and for other services Chandler RTO may provide. The transparency, governance and management of fees and charges are integral to financial transparency and ensuring students' rights and responsibilities are fully explained and maintained.

Fees and other charges are generally for items such as tuition fee, course materials/textbooks, student services and training and assessment services. The fee and charges information is available to student on Chandler RTO's website and Student Handbook.

Given the benefits that training provides to individuals, students undertaking Training are required to contribute to the costs of their training. Course fees includes Tuition, Materials and student amenities fees. The amount of student out-of-pocket expense may vary depending on the course they undertake. The fee may be paid on student's behalf by an employer or another third party but cannot be paid by Chandler RTO.

## 1. INFORMATION ABOUT FEES AND CHARGES

- Course fees will be established and reviewed by the Operations Manager in consultation with the Chief Executive Officer.
- Individuals seeking to enrol in a course with Chandler RTO are advised of all fees and charges associated within a course, including course fees, administration fees, materials fees, and any other charges on the relevant course brochure and on Chandler RTO's website.
- Organisations and other clients seeking to enter into a service delivery agreement with Chandler RTO will be notified of the fees and charges associated with the agreement in information and proposals provided prior to entry into the agreement.
- The information provided to each student and/or client will include:
  - The total amount of all fees including course fees and any other charges.
  - Payment terms, including the timing and amount of fees to be paid and any non-refundable deposit, administration fees and Chandler RTO's refund arrangements.
  - Government contribution for all subsidised training to eligible students.
- Persons seeking to enrol with Chandler RTO must read and understand these Fees, Charges and payment plan Policy prior to enrolment.
- Tuition Fees for Skills First government-funded students are set in accordance with the Guidelines about Fees issued by the Department each year. Tuition

fees will be based on a set rate per nominal hour in a student's course. Tuition fees may or may not be applicable to a course. All data including the actual tuition fee per hour (in cents) is maintained in the Student Management System, detailed in Statement of Fees and is reviewed for accuracy and integrity on a regular basis.

## 2. Skills First

The student tuition fees published are subject to change given individual circumstances at enrolment.

### 2.1 Publication of Fees

Chandler RTO will publish on its website:

- Standard fees for government subsidised training for each course it offers under the VET Funding Contract
- the caveat that "The student tuition fees as published are subject to change given individual circumstances at enrolment"
- details of any other fees including but not limited to student services, amenities, goods or materials

### 2.2 Fee Schedule & Statement of Fees

Statement of Fees means a document for each *Skills First* Student that sets out fee and other information required by the National RTO Standards and the Guidelines about Fees. As per the VET Funding Contract, Chandler RTO must provide Statement of Fees to each prospective student prior to course commencement.

In general, the Fee Schedule and Statement of Fees include following:

- standard and concession tuition fee rates, materials fees and the approximate value of the funding provided by government towards the course in which the individual is considering enrolment.
- the caveat that "The student tuition fees as published are subject to change given individual circumstances at enrolment"
- RTO TOID
- code and title and currency of course/program that the learner is to be enrolled, as published on the National Register
- Training and assessment and related educational and support services that, Chandler RTO's will provide to the learner including the:
  - Estimated duration
  - Expected locations at which it will be provided
  - Expected modes of delivery
  - Name and contact details of any third party that will provide training and or assessment and related educational and support services to the learner on the Chandler RTO's behalf (as applicable)

### 2.3 Concession Fees

Concession Fees are applied when eligibility criteria are satisfied for Government subsidised training and concession. In general, Concession tuition rates are available for concession card holders who meet eligibility requirements as per the Fee Guidelines.

For enrolments in courses at the Certificate IV level and below, the Training Provider must charge the concession fee (20% of the standard tuition fees) to an individual who, prior to the commencement of training, holds a current and valid:

- Health Care Card issued by the Commonwealth;
- Pensioner Concession Card; or
- Veteran's Gold Card; or
- an alternative card or concession eligibility criterion approved by the Minister for the purpose of these guidelines.

**Please note:** The concessions provided also apply to a dependent spouse or dependent child of a card holder.

Chandler RTO must retain a copy of the relevant concession card specified at Clause 3.7 of fee guidelines:

- a. in hard copy or electronically scanned copy where a physical card is presented; or
- b. its equivalent record as extracted from Centrelink Confirmation eServices; or
- c. where the concession card is presented via a Digital Wallet through a Centrelink Express Plus mobile application, of which a copy is not possible, the Training Provider must make a written declaration and attach it to the student's file stating that the digital concession card has been sighted in accordance with Clause 3.7 of Fee Guidelines.

The declaration must include:

- i. Name of the authorised delegate who sighted the digital concession card;
- ii. Date the digital concession card was sighted;
- iii. Document number of the concession card; and
- iv. Name of concession holder.

### 2.4 Indigenous Completions Initiative

Under the Indigenous Completions Initiative, for enrolments in a course at any level the Training Provider must charge the concession fee to individuals who self-identify as being of Aboriginal or Torres Strait Islander descent (and are reported as such through the "Indigenous Student Identifier" field of the Student Statistical Report).

The Training Provider must retain a copy of the enrolment form on which the individual self-identified as indigenous.

## 2.5 Asylum Seeker VET Program

Under the Asylum Seeker VET program, for enrolments in courses at the Certificate IV level and below, the Training Provider must charge the concession fee to an asylum seeker or trafficked person enrolled on or after 1 July 2016.

The evidence of eligibility for concession that should be sighted and retained by the Training Provider is:

- a. a validly endorsed referral form – Referral to Government Subsidised Training – Asylum Seekers from the Asylum Seeker Resource Centre; or
- b. a validly endorsed referral form – Referral to Government Subsidised Training – Asylum Seekers from the Australian Red Cross Victims of Human Trafficking Program; or
- c. where a TAFE Institute or Learn Local Organisation has confirmed a student's eligibility for the Program, evidence the individual holds a valid Visa type obtained by using the Commonwealth Visa Entitlement Verification Online.

## 3. Special Consideration for Financial Hardships by Chandler RTO

An application for special consideration needs to be made to the Chief Executive Officer along with the reasons and circumstances of the financial hardship. The application should mention the future date for the payment of full fees or a request for a payment plan.

If special consideration is granted, a confirmation in writing will be sent to the student confirming the future date for the payment of full fees or outlining the payment plan for the payment of fees

## FEES IN ADVANCE

Chandler RTO collects fees in advance for services not yet provided to students in the form of a deposit and/or at various intervals throughout a course and in accordance with the course's authorised payment schedule. To ensure the protection of fees paid in advance, Chandler RTO has adopted the following protocol:

### Individual applicants:

- Where course fee is not greater than \$1,500.00, full payment is required prior to or on the day of the course/workshop.
- Where course fee is greater than \$1,500.00, individuals are required to pay no more than \$1,500.00 prior to course commencement.
- Any payment collected cannot be more than \$1,500.00 in any one instalment thereafter.
- Organisations (if involved) are invoiced, with full payment to be received within Fourteen working days from the invoice date (unless otherwise agreed).
- 2 instalment plan is provided as an option to all students at the time of the enrolment.

### What do fees cover?

- Unless otherwise specified, course fees include the cost of all tuition and compulsory training and assessment materials. Any optional textbooks and materials that may be recommended but not required for completion of the course are not included in the course fees and will be of additional cost should the student wish to purchase such materials.
- For reissuing of a qualification testamur or academic statement, an additional fee of \$100 per statement or testamur will be incurred at the rate provided on the relevant Course Financial Agreement/Fee Schedule.
- For any resources or testamur to be posted, a standard postal charge of \$25 is to be additionally paid.

### Methods of Payment

- Payment can be made by EFT, cash, or credit card, in person, by telephone, and by direct bank transfer.

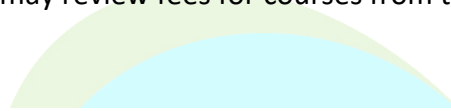
### Late Payment

- Chandler RTO believes in support, students who are having trouble in paying fees are invited to call our office to make alternative arrangements for payment during their period of difficulty.
- For long-term outstanding amounts, Chandler RTO may utilise the services of a debt recovery agency to ensure the collection of all fees.
- Where a student is more than 40 days overdue with payments, Chandler RTO reserves the right to suspend training services until payment is made to bring fees up to date.



### **Paying in payment plan**

- Chandler RTO offer payment plans as a flexible method for students to make their payments and for those who may be experiencing difficulty paying in full. The payment plan can take payments out in instalments by direct debit from either the bank account or credit card of the students each fortnight, or students can make manual payments via Electronic Funds Transfer or Direct Deposit.
- Students must pay at least 25% up front and an instalment fee of \$50 will be charged.
- If payment instalment / arrangements are in place, and a payment becomes overdue and remains unpaid for a period in excess of 14 days, Chandler RTO reserves the right to suspend the course until all fee payments are up-to-date.
- Chandler RTO may review fees for courses from time to time without notice



### **Fee for Service**

Fee for service rates apply to all students enrolling with Chandler RTO. Discounted fees are available depending on your circumstances. Please talk to our friendly staff to see if you qualify for these discounted fees.

### **Recognition of Prior Learning (RPL)**

Fees are charged on a per unit basis. In the case of the Student Nurse Accelerated program for CHC33015 Certificate III Individual Support (or subsequent version), the course fee includes the RPL assessment required to determine the number of units that must be completed in whole or in part to achieve the qualification.

### **Course Outline**

For course specific information including delivery methods, course duration, locations and work placement requirements please refer to the Course Outline. Course Outlines are in the Information Session Pack and on the Chandler RTO website

### **Issuance of Qualifications**

- Upon completion of the course successfully and once all fees have been paid, the printed qualification or certificate with a statement of results will be issued to the student by hand, if needed or requested, it is posted to the registered address of a student.
- When a student withdraws from a course prior to course completion and once all fees have been paid, a statement of attainment will be issued and handed over to the student.

- Chandler RTO reserves the right to withhold the issuing of qualifications and statements of attainment until all fees have been fully paid.

### Student Handbook

A copy of the Student Handbook is made available to prospective students prior to enrolment and is available on the website at: <https://chandler.edu.au/resource/>

### Procedure

#### 1. Raising invoices – self/ employer funded students

Chandler RTO to raise an invoice for the amount in line with the Statement of Fees for the relevant course which will include any other applicable fees, such as student services, amenities, goods or materials.

- All Fee Payers should pay their deposit/enrolment fee upon enrolment, preferably prior to course commencement.
- Fee Payers have 15 days to pay an invoice.
- If there are Credits applicable, the fees are reduced accordingly. This does not apply to administration fee and materials fees.
- Keep a copy of the invoice on the student's file.

#### 2. Fee instalment invoices – self/ employer funded students

- Charge fee instalments in line with the payment plan for the course.
- Fee Payers have 15 days to pay an invoice.
- Keep a copy of the invoice on the student's file.

#### 3. Government funded students

- Invoices should be raised in line with government-funded fees and as agreed to on the *Statement of Fees*. This will normally be received at the time of enrolment.
- If there are Credits applicable, the fees are reduced by the nominal hours x tuition fee per hour for the relevant units. This does not apply to administration fee and materials fees.
- Apply concession rate if a copy of concession card, veteran's gold card or pensioner card is provided and is current at time of enrolment. Concession fee should be 20% of full government funded fee. Concession does not apply to administration fee and materials fees.
- Ensure waivers are granted where there is suitable evidence – refer to the SKILLS FIRST Concession and Fee waiver policy and Guidelines about Fees for what evidence is required.
- Ensure correct tuition fee is reported in AVETMISS files

## 4. Fee Waiver

4.1 Chandler RTO must grant a Fee Waiver in the circumstances set out in the fee Guidelines.

4.2 Chandler RTO must report all Fee Waivers it grants in accordance with the Victorian VET Student Statistical Collection Guidelines, or as otherwise instructed by the Department.

4.3 Chandler RTO must sight and retain copies of any evidence (where required) of a student's entitlement to the Fee Waiver prior to the commencement of training, in accordance with the following.

Fee waiver should be applied for:

- **Young People on Community Based Order**

Students on a community-based order made under the Children, Youth and Families Act 2005 (non-custodial) may be entitled to a tuition fee waiver (\$0) at enrolment. The potential student must present a letter confirming status from the Youth Justice Unit of the Victorian Department of Human Services at enrolment. Chandler RTO must retain a copy of written confirmation from the relevant Youth Justice Unit of the Victorian Department of Human Services that the individual meets the above requirements

- **Students from the Judy Lazarus Transition Centre**

Students from the Judy Lazarus Transition Centre (as a prisoner within the meaning of the Corrections Act 1986) may be entitled to a tuition fee waiver (\$0) at enrolment. Potential students must present a letter confirming such status from the management of the Judy Lazarus Transition Centre at enrolment.

### Responsibility

The CEO is to ensure all requirements of this Policy and Procedure are met. All staff and clients adhere to Chandler RTO Policies and Procedures and it is implemented effectively.

Accounts, Administration and Compliance Department is responsible to charge, record and report the Fee as per the ASQA and VET Funding guidelines.

Any complaints or breaches in relation to this policy should be reported to the CEO in person or by email to: [info@chandler.edu.au](mailto:info@chandler.edu.au)

### Related Documents

- Individual Statement of Fees
- Fee Guidelines

- VET Funding Contract
- Concessions factsheet published on SVTS

