

## **2.4 Student Fees Policy**

Policy Number : 2.4	Approved by Board
ASQA: Standard 5 RTO: 1252	Date: 14/05/2021 Review: July 2027

### **Student Fees Policy**

#### **Fees and charges**

The College, through its commitment to the provision of lifelong, life-wide learning, will set and adjust fees charges according to identified need. It is the intent of this policy to ensure ongoing access and availability of community learning opportunities and that these opportunities remain affordable to the population. Moreover, this policy exists in parallel to the requirements of the Standards of Registration for Registered Training Organisation's (RTOs).

To this end, the setting of fees and charges will remain dependent upon a number of factors. These factors align to organisational strategic direction. Additionally, strategy development primarily involves the provision of learning opportunities which align with contextual community development needs. In pursuit of these strategies, the college will determine and amend fees and charges. Furthermore, alteration to set fees may occur in the absence of notice.

#### **Procedure**

##### **Payment of fees**

The college offers a range of options to process financial transactions for college service fees and charges (Activities). The College will receive payments for services via payment of Cash, Electronic Funds Transfer (EFT), MasterCard and VisaCard. Additionally, Business customers are provided additional payment options through the provision of accounts which enable the business to be invoiced for college activities. Business entities are also provided with the additional payment option through payments made via Bank Cheque. The college also offers a direct debit system (Ezy Pay ®) to facilitate access to college activities through the staged payment of fees.

##### **Activity fees less than \$1,500.00**

Where an activity fee is less than \$1,500.00, the college will require the fee to be paid in full prior to commencement of the nominated activity. Or the student must engage in a mutually agreed payment plan provided through (Ezy Pay ®)

##### **Activity fees exceeding \$1,500.00 and or Smart and Skilled part funded training activity**

Where an activity fee exceeds \$1,500.00, or is a NSW Government (Smart & Skilled) part funded qualification the college will not charge students in advance for services in increments of more than \$1,000. However, The College must receive payment or have a contractual commitment (Ezy Pay ®) for the initial payment amount as determined by the agreement reached with the college. Additionally, first instalment amounts must be paid or a contractual commitment to pay to the college after the cooling off period expires.

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### **NSW Government Funded training through Smart & Skilled Initiative**

Students Studying under the NSW Smart and Skilled (S&S) training initiative will only be charge fees as determined through the use of the NSW State Training Services fees calculator located within the Smart & Skilled RTO portal. Or other S&S Potential students will be supplied with a quote of and for any required charges as per the current NSW Smart & Skilled contractual requirements and associated Smart and Skilled Guidelines pertaining to students accessing NSW funded training.

### **Cooling off period**

The college offers students a one month cooling off period aligned to college activities where a course and or activity fee exceeds \$1,500.00 or is funded under the NSW Government Smart and Skilled training program.

The Cooling-off Period of one month (one month, 4 weeks) will be determined by the individual's start date of enrolment and extends to the same date in the following calendar month.

Students who wish to withdraw from the course and or activity within the cooling-off period are required to notify WRCC in writing of their intentions before the end of the cooling off period. Furthermore, Students who decide to withdraw within the cooling off period from the course and or activity will not be required to make any payments towards the enrolled activity.

Students deciding to withdraw from activities outside of the one-month cooling-off period will remain liable to all agreed fees and charges as specified by documents relating to the the individuals enrolled activity at WRCC. Please also see WRCC Refund policy.

### **Notify intention to withdraw from training**

Students enrolled in full qualifications e.g. **Certificate III in Business Administration** who decide they do not want to to continue their studies or would like to defer studies must notify the college in writing. Such notification of intention to withdraw or defer will not be recognised by WRCC unless the correspondence is from the student.

Additionally, notifications to cease or defer studies relating to a student will be recognised by WRCC where a person is legally appointed to act on behalf of the individual. Such a person will be required to provide WRCC with original documentation providing legal evidence of appointment to act on behalf of the individual. Further, WRCC will not provide refunds to a third party without verifiable evidence to support such a transaction is approved by or is not considered to be in the in the best interest of the student.

Such notifications received from a student or in relation to a student within the cooling off period will receive a full refund of any fees paid. Notifications of intention to cease studies received by WRCC outside of the cooling off period students will remain liable to remit all fees as agreed to Western Riverina Community College. This requirement is as per the intents of this policy.

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### **College credit terms**

The use of college's credit terms remains available to organisations' or business entities only. Additionally, entities that maintain accounts with the college are required to adhere to the college's credit terms. The college trading terms require the college to receive payment for activities, within a thirty-day period of the invoiced amount falling due. Where outstanding amounts exceed the college credit terms (30days), the college may, at its discretion revoke credit.

Where the college withdraws credit to any organisation. The college at the request of the entity will reassess the provision of credit once the organisation's account is rectified and is in alignment with the college's credit terms (30 days).

### **Deposit required for organisation-specific training events**

WRCC in pursuit of its organisational purpose will accept requests for organisation-specific training or course bookings. Examples of such events will cover requests from trading entities and or community groups (known as the entity) for training to address an explicit training, or educational need within, or for that entity. In progressing and confirming such bookings WRCC will set a course fee based on the venue and the number of individuals to be enrolled in the planned training event. Further, WRCC will require the entity to pay a non-refundable deposit of 20% of the total course fee.

The 20% deposit for training is payable to the college by the entity within seven days of the college providing written confirmation of all details and costs associated with the planned training event. Failure by the entity to confirm and pay the 20% deposit within the defined seven-day period will result in the college cancelling the planned training event.

The above clause does not apply to training booked by the NSW Department of Education Schools

For this clause, the provisions of the Western Riverina Community College Inc. Refund Policy do not apply to any deposit paid.

### **The College refund policy and invoiced fees charges**

Where an organisation is invoiced for college activities, the college determines the date of the invoice as the date of effect for the College's Refund Policy (see WRCC Refund Policy)

### **Concessions**

The College offers fee concessions to individuals who hold either a Health Care Card or Aged Care/Pension Card. The total concession provided will be 10% of the activity fee. Additionally, any concession provided is not transferable and is provided to the individual named on specific concession cards. WRCC concessions do not extend to the equipment and materials required to participate in the activity.

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### **Credit/credit notes**

Credits and credit notes held by WRCC will expire after twelve months after the date of credit, a credit note issued.

### **Fees for re-assessment**

The College, in line with the Colleges Assessment Policy and Code of Conduct, will facilitate opportunities for students to undertake additional assessment facilitating additional opportunities to demonstrate competence.

However, in certain situations, the college may charge an additional fee to enable a student to be reassessed. Such situations would align to events where the reassessment activity involves a students lack of engagement in preparation for assessment and or timely attendance at scheduled assessment activities/events. Fees aligned to reassessment are specified within WRCC Fees Schedules.

### **Smart and Skilled Funded Students**

Students engaged in full or partly funded training activities falling under the NSW Government Smart and skilled program will not be charged any additional fees for assessment, re-assessment and or any other activity outside of the specified enrolment fee if any.