



# QMS-159

## RTO Policy

### Student fees and Refunds

#### Revision History

Date	Version	Author	Change reference
Sep 2007	1	M. Van Looy	Initial Release
Jan 2008	2	M. Van Looy	Review and Update
Feb 2009	3	M. Van Looy	Review and Update
Jan 2010	4	M. Van Looy	Review and Update
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#### Reviewers

Date	Version	Approved by	Next review date
Jan 2016	10	M. Van Looy	Jan 2017
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## **1.0 STUDENT FEES & REFUND POLICY**

K.Y.M. (Victoria) Inc (K.Y.M.) as a Registered Training Organisation is committed to supplying quality education and training to the community inclusive of “youth at risk”, “persons with a disability” and “persons who are disadvantaged”.

Fees and charges for centrally funded courses must fit within the guidelines supplied by the Department of Education 2018 Guidelines about Fees. This directive clearly articulates the reference point for tuition fees, with an option for providers such as K.Y.M. to append an additional service and amenities fee as defined in the Training and Reform Act 2006.

### **1.1 WHAT ARE FEES MADE UP OF?**

The fees students will be required to pay when on enrolment for courses from 2000 onwards will be made up of a Tuition Fee and some courses may have other associated charges (equipment purchases, material charges or excursion costs of text books). With a few exceptions these other charges will be payable upon enrolment however tuition payments are collected in arrears.

There are different fees structures depending upon whether the course is support by Government funding or is a fee-for-service course, however tuition fees are calculated on an amount for each scheduled hour of training which a person enrolls in at that time.

If a course is undertaken partly in 2018 and partly in a second or subsequent calendar year, tuition fees shall be calculated according to the fees applicable when the training is to be undertaken

For further information please refer to K.Y.M.’s current fee schedule

### **1.2 COURSES-FEES**

#### **1.2.1 TUITION FEE - FOR SERVICE COURSES**

The tuition fee set by K.Y.M. for all courses that are not funded by either the State or Federal Government will depend on the particular course being offered and the number of hours being delivered and over what period of time.

K.Y.M. accepts student tuition payment in arrears and limits any payment received to under \$1000 prior to commencement and \$1500 for ongoing students as per AQTF Condition 5.

### **1.2.2 FULL FEE EXEMPTIONS –For GOVERNMENT FUNDED Programs**

K.Y.M. may grant fee tuition fee waivers/exemptions in accordance with Section 2 of the 2018 Guidelines about Fees.

In assessing a student's eligibility for the tuition fee waiver/exemption K.Y.M. is required to sight and retain copies of all documentation prior to the commencement of training to support the individual's eligibility.

K.Y.M. is required report to the Department all tuition fee waivers/exemptions granted in accordance with the Victorian VET Student Statistical Collection Guidelines as issued by the Department.

### **1.2.3 FEE CONCESSIONS**

Concessions are available in courses at the Certificate IV level and below, if applicable tuition fees for Government subsidised courses are calculated at 20 per cent of K.Y.M.'s published standard hourly fee (non concession rate) as described in K.Y.M.'s current fee schedule.

This concession applies to tuition fees only and does not include a reduction to any Services and Amenities Fees that may be applicable.

People who are, at the commencement of classes, in receipt of any of the following benefits, pensions or allowances are eligible for exemptions. Appropriate evidence of a current and valid benefit status must be provided before a concession is granted: -

- a. Health Care Card issued by the Commonwealth;
- b. Pensioner Concession Card; or
- c. Veteran's Gold Card; or
- d. an alternative card or concession eligibility criterion approved by the Minister for the purposes of these Guidelines

### **1.3 PAYMENT METHODS**

We collect payment upon commencement into the program. Payment can be made by either cash or cheque or direct deposit. A receipt will be issued on the spot for any payments. If an individual is being sponsored through a program we will negotiate payment or the issuing of an invoice. Upon request we may approve the payment of course fees in instalments.

## **1.4 REFUND POLICY**

### **1.4.1 NON-ACCREDITED, ACCREDITED COURSES AND FEE-FOR-SERVICE COURSES**

- i. Students who withdraw from a funded course more than four weeks after they commence classes are not entitled to any refund of units delivered within that time; however no further tuition fees will be requested
- ii. Students who supply written notice to withdraw within four weeks of their classes commencing, in order to take up a place at another tertiary institution, are entitled to a full refund of all tuition fees. A copy of their enrolment form must be provided as evidence of their enrolment at another institution
- iii. Students who officially withdraw within four weeks of their commencing classes for any reason other than going to a tertiary institution will be entitled to a refund of tuition fees, minus the Administration Fee of \$150.00

Furthermore:

- i. K.Y.M. agrees to refund, within 30 days, without deduction, all fees where the student's application for enrolment is refused by K.Y.M.
- ii. K.Y.M. agrees to refund, within 14 days, without deduction, all fees where K.Y.M. cancels the course after commencement
- iii. Where the student decides to withdraw from the course (by written notice) after the course has commenced, K.Y.M. will be entitled to 4 weeks' notice or in lieu of notice the equivalent of 4 weeks fees