
Name: Fees and Charges Policy and Procedures

Endorsed by: Continuous Improvement Committee

Date approved: 5th March 2019

Review Date: 5th March 2020

PURPOSE

Eagle Wing Education and Training (EWET) is entitled to charge fees for services provided to students undertaking a course of study and for other services the college may provide. These charges are generally for items such as tuition fees, enrolment fees, course materials, text books, student services and other related training and assessment services. 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.

The following policy outlines EWET Fees and Charges Policy identifying processes and systems for financial transparency and maintenance of student's rights and responsibilities. The policy outlines the roles and responsibilities of both staff and students and the expectations of each and should be read in conjunction with the EWET Refund Policy and Procedures.

SCOPE

EWET Fee and Charges Policy applies to staff (general staff, vocational educators and contractors) students and employers.

RELATED DOCUMENTS

- Enrolment Form
- Student Handbook
- Refund Policy and Procedures
- Complaints and Appeals Policy and Procedure
- Pre-enrolment Information
- Refund / Withdrawal / Deferment Request Form
- Fees and charges flyer

RELEVANT STANDARDS AND GUIDELINES

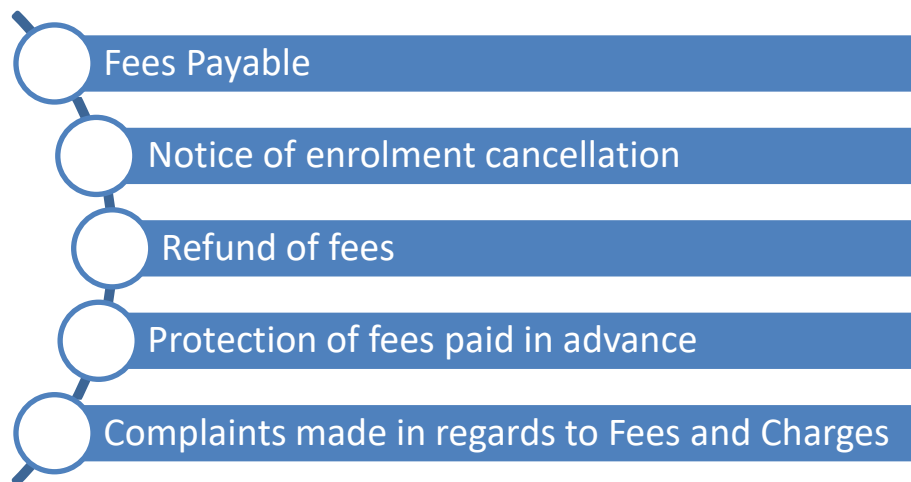
The Fees and Charges Policy addresses the Standards for Registered Training Organisations (RTOs) 2015 – Clauses 3.3, 5.3, 7.3 and Schedule 6.

DEFINITIONS / ACRONYMS

Accountable Officer	Group General Manager
Commercial program	A program where students are charged and required to pay a course fee on enrolment.
Concession fees	Concession fees are discounted fees for disadvantaged students. Evidence of eligibility is requested on application
Credit Transfer	Credit transfer is a process that provides students with agreed and consistent credit outcomes for components of a qualification based on identified equivalence in content and learning outcomes between matched qualifications. Credit transfer is a process that provides credit for a unit of competency previously achieved
Deferment	Students defer their studies by either delaying commencement or taking time out before completing their course.
Severe financial hardship	A financial situation where an individual is unable to meet the costs of daily living if they were to pay an enrolment fee either up front or through a payment plan
Recognition of Prior Learning (RPL)	Recognition of Prior Learning (RPL) means an assessment process that assesses the competency/s of an individual that may have been acquired through formal, non-formal and informal learning to determine the extent to which that individual meets the requirements specified in the training package or VET accredited courses.
Student	A person enrolled or engaged in the application process.

POLICY

EWET applies a systematic approach to fee collection and the refund of fees. This approach includes:

**1. Fees payable**

Fees vary for different training programs. The determination of course fees are dependent on program duration, modality, requirements and commercial viability.

The Group General Manager is responsible for approving the EWET Schedule of Fees and Charges. As a minimum the Schedule of Fees and Charges includes:

- The total amount of all fees including course fees, administration fees, material fees and any other charges for enrolling in a training program.
- Payment terms, including the timing and amount of fees to be paid and any non-refundable deposit/administration fee.
- The nature of the guarantee given by EWET to honour its commitment to deliver services and complete the training and/or assessment once the student has commenced study.
- Discounts, fee reductions or exemptions available for multiple enrolments, concession card holders, continuing students, group bookings etc.
- Fees and charges for additional services, including such items as issuance of a replacement qualification parchment or statement of results and the options available to students who are deemed not yet competent on completion of training and assessment.

2. Replacement of text and training workbooks

Students who require replacement of issued text or training workbooks will be liable for additional charges to cover the cost of the replacement.

3. Reissuance of certificates

Where a student has lost or misplaced an issued certificate EWET will charge the Graduate a fee of \$30.00 to reprint/reissue the certificate. Information relating to the reissuance of certificates can be found in the Student Handbook and in the Schedule of Fees and Charges.

4. Payment of Fees

To ensure students are well informed of the financial considerations of their enrolment, EWET provides fee information to each student prior to enrolment:

EWET Schedule of Fees and Charges is explained by staff to students/employers on course application and prior to the payment of Fees. The full schedule of fees and charges is also available at [TBA](#)

4.1 Protecting fees being paid in advance

EWET acknowledges that it has a responsibility under Standard 7.3 and Schedule 6 to protect the fees paid by students in advance of their training and assessment services being delivered. To meet our responsibilities EWET does not require students to prepay any fees in advance greater than \$1500.00.

5. Payment of fees – Financially disadvantaged students

To minimise the financial barriers to vocational education and maximise education related opportunities EWET on request can conduct an individual assessment of a student's financial capacity to pay enrolment fees. The assessment would include the student providing appropriate evidence. The outcome of a student's financial assessment can lead to the utilisation of customised payment plans.

6. Recognition of Prior Learning (RPL) and Credit Transfer

Where an eligible student is granted RPL or Credit Transfer for one or more units of competency, a new student fee is determined.

7. Deferment

A deferment of enrolment may be granted in the following circumstances:

- Extended hospitalisation or illness (minimum 2 weeks), resulting in extended absence from classes supported by a medical certificate.
- Pregnancy/Childbirth (other than in cases of medical complication covered by the above).
- Serious unexpected incidents that would disadvantage the student from continuing their enrolment.
- EWET Management are of the opinion that the student would be unreasonably disadvantaged if a deferment did not occur.

Students who defer from subsidised training are permitted a deferral of no more than six months from the date of receipt of written notice (using the Refund / Withdrawal / Deferment Request Form). The course fee may change from the date of deferment to the date of training re-commencement. The student may end up contributing more towards the cost of training.

8. Process for Application and Receipt of Student Fees

Step 1 Applicant is provided with pre-enrolment information:

- Course Information Flyer
- Unique Student Identifier information
- Recognition of Prior Learning (RPL) and Credit Transfer

Step 2 Pre-enrolment Quiz

Applicants complete an Language Literacy and Numeracy Quiz – this may occur when they are provided with the pre-enrolment information or at enrolment

Step 3 Enrolment

- Apply online for the Unique Student Identifier <http://www.usi.gov.au>
- Applicants complete the Course Enrolment Form and send or bring it into the College with a copy of their Photo Identification. If they are applying for credit transfer or recognition, they also need to include copies of qualifications/statements of attainment and transcripts.

Step 4 Administration

- EWET will process the application. Applicants are notified of acceptance into the course prior to course commencement. (Allow 3-5 business days for processing).

Step 5 Payment of Fees

- An invoice will be issued to the student for payment of fees. The course fee is inclusive of all fees and charges. An upfront payment of 20% (must not exceed \$1500) is required to secure place.

Step 6 Enrolment

- Once the enrolment has been processed and accepted, students will be inducted into their training course.

9. Credit Transfer

Students are not charged for credit transfer. The transfer of credit provides the student with an exemption from relevant units within a course.

10. Payment Options

In general the following payment methods are accepted:

- Cheque
- money order
- direct deposit,

10.1 Payment terms

Payment terms are determined prior to course/program commencement.

Students will not be permitted to commence training until a minimum of 20% not exceeding \$1500 deposit of enrolment fees has been paid.

Confirmation of enrolment in the selected program and its subsequent training is only to occur after the deposit has been paid. Once a deposit has been taken the student must pay the remainder of fees prior to course completion. Certificates will **not** be awarded until the reconciliation/settlement of fees has occurred.

10.2 Consequences for failure to pay course/enrolment fees

Where a student/employer has failed to pay scheduled Fees training will be discontinued and/or the qualification award withheld until payment of fees has occurred.

11. Notice of enrolment cancellation

EWET staff that are approached by a student expressing an intention to cancel their enrolment are to ensure the student understands their rights with regards to the refunding of tuition fees and the student's requirement to pay out all outstanding fees. The student is also to be advised of other options such as deferring the enrolment and re-commencing in another scheduled training program. Disclosure of discussion is documented on either the students enrolment form or within the Student Management System. Please refer to EWET Refund Policy for more information regarding deferment.

A student who wishes to cancel their enrolment must provide EWET a minimum of seven (7) days' notice by completing the Refund / Withdrawal / Deferment Request Form.

12. Refunds

EWET has a separate policy, which describes the circumstances in which a refund may be available to students. Please refer to EWET Refund Policy for more information.