1. Purpose

This document sets out a policy for collecting and managing student fees. It also addresses changes to the Education Services for Overseas Students Act 2000 commencing 1 July 2012 and specific requirements under Skills for Victoria program for domestic students. Related policy and procedure to this document is Fee Refund Policy and Procedure.

2. Scope

This policy applies to fees collected by the college prior to or after commencement of studies by an enrolled student.

This policy also applies to any education agents or college's overseas offices collecting any student fees on behalf of the college.

3. Definitions

Course: A program of study leading to a qualification or an award. A course may comprise of units or modules

Study Period: A discrete period of study up to a maximum of 24 weeks within a course, namely term, semester, trimester, short course of similar or lesser duration, excluding holidays and term/semester breaks

Enrolment Period: Means the total duration of study leading to the principle course of study for which a student is enrolled with the college

Fees: Includes all fees, fines and charges payable as specified in the Schedule of Fees

Pre-paid Tuition Fees: Tuition fees paid in advance prior to commencement of the course or a study period

Principal Course of Study: Means the main or the final course of study to be undertaken by an overseas student where a student visa has been issued for multiple courses of study

Domestic Students: All those students who are:

1. Australian citizens; or
2. Holders of Australian permanent visas and who are resident in Australia for the duration of their enrolled studies; or
3. New Zealand citizens and who are resident in Australia for the duration of their enrolled studies

International Students: All those students who are on either on a student visa or a temporary visa that allows them to undertake formal studies in Australia

TPS: Tuition Protection Scheme (enacted on 20th of March 2012 as part of the Government's second phase response to the Baird Review) replacing Tuition Assurance Scheme and ESOS Assurance Fund
4. Legislative Context

- National Vocational Education and Training Regulator Act 2011 (Cth)
- Standards for Registered Training Organisations 2015
- The ESOS Act 2000
- The National Code 2007
- ESOS Regulations 2001
- The Education Services for Overseas Students Legislation Amendment (Tuition Protection Service and Other Measures) Act 2012
- The Education Services for Overseas Students (Registration Charges) Amendment (Tuition Protection Service) Act 2012
- The Education Services for Overseas Students (TPS Levies) Act 2012
- The Australian Consumer Law 2011

5. Policy

5.1 ALTEC will set out its course fees, including government subsidised training to eligible students, in the Schedule of Fees, which will be reviewed annually and published in the relevant marketing materials or other publications including college’s website.

5.2 The tuition fees are set for a complete course and cannot be charged, calculated or broken up on a unit basis.

5.3 The tuition fees will be charged according to college’s study periods. Study periods will be clearly defined in student’s Letter of Offer and Student Agreement.

5.4 ALTEC will list and provide complete information on the total amount of all fees including course fees, administration fees, materials fees and any other charges to all the prospective students prior to enrolment and include them in the Student Agreement.

5.5 ALTEC will articulate and provide information on payment terms, including the timing and amount of fees to be paid, any non-refundable deposit/administration fee, security of pre-paid fees, and the fees and charges for additional services to all the prospective students prior to enrolment and include them in the Student Agreement.

5.6 ALTEC will provide all the prospective students with a copy of its Fee Refund Policy as part of enrolment process and make a copy of the policy available on its website at all times.

5.7 Government Subsidised Training (Domestic Students)

5.7.1 For domestic students seeking admission into government funded programs, ALTEC will ensure that correct fees and charges are calculated and levied to students as per the current guidelines set out in the Service Agreement and any Service Agreement Notifications. These fees and charges will be published in the Schedule of Fees and communicated to the applicants prior to finalisation of enrolment.

5.7.2 For domestic students seeking admission into government funded programs, ALTEC will apply a fee waiver to an eligible Individual who is a Job Seeker. A ‘Job Seeker’ is defined as a person who is:

   a) Registered with an Employment Services Provider (ESP); and/or
   b) A participant in the Commonwealth Government’s Community Development Employment Program and/or Access Program.

5.7.3 The Job Seeker fee waiver to be applied by the college is limited to enrolments in Certificates I, II, III, and IV and does not extend to any other fees, such as student services and amenities fees.
5.7.4 The college must sight and retain a copy of the original Job Seeker Referral form to apply the waiver. A copy of the form will be sent to the Job Seeker’s referral agency.

5.7.5 The college will not charge a tuition fee to an Eligible Individual who is a prisoner from the Judy Lazarus Transition Centre or a young person required to undertake a course of study pursuant to a community based order, as defined in Attachment 3 to Schedule 2 [of the Service Agreement].

5.7.6 The college will report all fee waivers/exemptions granted to eligible Individuals to the Victorian Skills Commission in accordance with the fee exemption reporting requirements outlined in the Victorian VET Student Statistical Collection Guidelines issued by the Commission.

5.8 Pre-paid Tuition Fees

5.8.1 A maximum of 50% of the course tuition fee will be collected as a pre-paid fee for course longer than 24 weeks in duration.

5.8.2 For packaged courses, 50% of the fee of the first course of study will be collected as a pre-paid fee.

5.8.3 ALTEC will keep initial prepaid tuition fees in a designated bank account within 5 business days of receiving them. This account will only be drawn down when the student commences the course.

5.8.4 Under the provisions of changes to the Education Services for Overseas Students Act 2000 enacted on 26th of March 2012 as part of the Government’s second phase response to the Baird Review, ALTEC will contribute annually to TPS and meet the new regulatory requirements.

5.9 On Commencement

5.9.1 ALTEC will not require students to pay any further fee prior to two (2) weeks of commencement date of the next study period.

5.9.2 Fee invoices will be sent out to the students at least four weeks prior to start of a new study period with an appropriate due date according to this policy. If a student voluntarily pays fees earlier than due date, it will be treated according to pre-paid fee provisions set out in this policy (5.4) to enable college refund any unused tuition fees according to its Fee Refund Policy.

5.10 Student tuition fees are required to be paid on or before the due date for a study period as notified to students through college’s communications including offer letter, invoice, fee-reminder, college’s website or any other fee related correspondence.

5.11 The college reserves the right to amend student tuition fees, fines and other charges as it so determines. However, the tuition and other fee(s) which have been agreed with a student at the time of signing the student agreement will not change for the duration of the enrolment and agreement period.

5.12 The college may impose a late payment fee where a student has not paid tuition fees by the advised due date for payment.

5.13 The enrolment will not be made effective until the required fees have been paid.

5.14 A fee-paying student who has not paid tuition fees by the advised due date may have the student’s enrolment at the college cancelled.

5.15 A student who has outstanding fees owing to the college will not be permitted further enrolment (except where any Commonwealth or State legislation or code of practice provides otherwise) and will have their academic results withheld (as such will not be eligible to graduate) until the fee debt is paid in full. The college may refund relevant fees to a student in accordance with its Fee Refund Policy and Procedure.
5.16 A student excluded under a college rule (e.g. disciplinary action) is not entitled to a refund (except where any Commonwealth or State legislation or code of practice provides otherwise).

5.17 A default is only determined when any complaints and appeals processes are complete and the student default is confirmed.

5.18 ALTEC will notify the Secretary and TPS Director (via PRISMS) of student fee defaults for which education services are likely to be denied within 5 business days (Once any complaints and appeals processes are complete and the student default is confirmed).

5.19 The Executive Committee will review and approve all tuition fees for students of ALTEC on an annual basis.

6. Responsibilities

The Chief Executive Officer is responsible for implementation and administration of this policy.

Any complaints or breaches in relation to this policy should be reported to the Chief Executive Officer in person or by email to: ceo@altec.vic.edu.au
Fee Collection and Management Process

On-Shore Students → Receive Student Fees

Yes → Pre-paid?

No → Off-Shore Students

Pre-paid?

Yes → Deposit in a Separate Bank a/c within 5 days

No → Deposit in college’s Operational Account

Draw Down on Commencement

Next Study Period → Invoice: 4 Weeks Prior to the start of next term

Paid Fee?

Yes → Deposit in a Separate Bank a/c within 5 days

No → Send a Reminder Letter, Set Meeting if Needed

Resolve?

Yes → Close Student File

No → Notify Secretary and TPS Director: PRISMS

Resolve?

Yes → Cancel Enrolment

No → 20 day Period for Appeal and Resolution

Fee due date no earlier than 2 weeks prior to start of 2nd study period/term

20 day Period for Appeal and Resolution

Resolve?

Yes → Close Student File

No → Notify Secretary and TPS Director: PRISMS

Cancel Enrolment