

Student fees - Tocal College

AUTHORISED BY Principal, Tocal College

AUTHORISED DATE 30/07/2017

ISSUED BY Agriculture NSW
Education and Regional Services
Tocal College

EFFECTIVE DATE 30/07/2017

Policy Statement

This policy sets out requirements for charging, collecting and refunding fees for students of Tocal College. The policy is to ensure consistent treatment of fees paid by students and trainees at Tocal College.

Scope

Tocal College complies with the requirements *National Vocational Education and Training Regulator Act 2011* and the *Standards for Registered Training Organisations (RTOs) 2015* and this policy should be read in conjunction with the standards for RTO's (2015) as set by the Australian Skills Quality Authority (ASQA)

Tocal College as an RTO must outline all relevant fee information to prospective learners before they enrol. This information should detail the fee amount, fee type, payment terms and refund conditions, and ensure consistency with the concept of consumer protection and the obligation of a service provider to disclose relevant information of its service provisions. Consumers are made aware of the cost and nature of services upfront, to ensure they have a clear understanding of what they are buying, and the options for full and partial refunds.

Under Standard 5: Each learner is properly informed and protected

Where the RTO collects fees from the individual learner, either directly or through a third party, the RTO provides or directs the learner to information prior to enrolment or the commencement of training and assessment, whichever comes first, specifying:

- a) all relevant fee information including i) fees that must be paid to the RTO; and ii) payment terms and conditions including deposits and refunds;*
- b) the learner's rights as a consumer, including any statutory cooling-off period, if one applies;*
- c) the learner's right to obtain a refund for services not provided by the RTO in the event the i) arrangement is terminated early; or ii) the RTO fails to provide the agreed services.*

5.4. Where there are any changes to agreed services, the RTO advises the learner as soon as practicable, including any new third party or a change in ownership or changes to existing third party arrangements.

Under Standard 7: The RTO has effective governance and administration arrangements in place

7.3. Where the RTO requires, either directly or through a third party, a prospective or current learner to prepay fees in excess of a total of \$1500 (being the threshold prepaid fee amount), the RTO must meet the requirements set out in the Requirements for Fee Protection in Schedule 6.

Requirements for Fee Protection in Schedule 6:

The RTO implements a policy addressing learner fee protection arrangements. This policy details how, if the RTO is unable to provide services for which the learner has prepaid, the learner will:

- be placed into an equivalent course such that:*
- the new location is suitable to the learner; and*
- the learner receives the full services for which they have prepaid at no additional cost to the learner; or*
- be paid a refund of any prepaid fees for services yet to be delivered above the threshold prepaid fee amount.*

Requirements

1. Payment of fees - Full time students

- 1.1 A full-time student may only be enrolled when a Schedule of Fees payment option form has been accepted and signed by the student, parent/guardian or responsible fee payer; and a deposit has been paid.
- 1.2 The deposit must be paid by the date advised in January each year to secure a place and forms part of the annual fees for the course. The amount of the deposit varies depending on the course in which a student enrolls.
- 1.3 Remaining fees must be paid in advance (prior to the beginning of each term or in line with instalment schedules).
- 1.4 Course fees, such as the general deposit, key deposit, student association, recreation and welfare levies, are to be paid in their entirety before a student commences and will generally be deducted from course enrolment deposits.
- 1.5 The fee payer will be provided with a compliant tax invoice detailing all fees to be charged for the term or year.

2. Payment of fees - Trainees

- 2.1 A trainee student may only be enrolled when the required traineeship documentation and Schedule of Fees payment option form has been accepted and signed by the student, parent/guardian or responsible fee payer.
- 2.2 Trainees must pay their fees in advance (prior to the beginning of the course or by the first working day of their college block release and/or entering the College Residence) to secure a place.
- 2.3 General deposit, amenities and administration fees are to be paid in their entirety on enrolment.
- 2.4 The fee payer will be provided with a compliant tax invoice detailing all fees to be charged for the term or year.

3. Payment of fees – Other courses (Part time, Industry skills courses, PROfarm)

- 3.1 Fees are payable on enrolment into the unit/course or before the training has taken place.
- 3.2 Any withdrawal or transfer must be received at least five working days before the course starting date to receive a refund less an administration fee as published on Tocal website. No refunds or transfers will be given if notified within five working days of the course starting date.
- 3.3 Fees paid for courses not attended without the required notice will not be refunded.
- 3.4 For those courses with limited numbers of participants, if a course has been fully booked, fees of later applicants will be transferred or refunded and the applicant given priority at future courses.
RPL / previously Skills Recognition
- 3.5 The fee structure for RPL will be advised prior to enrolment. Fees may increase annually. Current fees are published on the Tocal website will be charged.
- 3.6 Student undertaking RPL will be given six months after enrolment in which to complete an application for RPL. After that period, RPL cases will be archived.
- 3.7 Students will be advised before an incomplete case is archived, and a Statement of Attainment for units of competence achieved will be issued. Those units will be charged at the rate per unit current at the time of enrolment.
- 3.8 Notice of one month will be given to a student prior to archiving an RPL case. To activate a case a reactivation fee as published on Tocal website. This fee will be deducted from the total cost of the RPL, once the case has been finalised. Once reactivated, the six months archive rule outlined above will again apply to cases.
Part time students – online units and courses
- 3.9 Students are expected to complete online subject within 3 months. If no attempt is made to submit work in an online subject within 12 months, enrolment will lapse. To continue in the course, re-enrolment will be required, with the current enrolment fee applied.

4. Payment terms

- 4.1 Students studying a full qualification or skill set can elect to pay their fees:
- annually (in advance), or
 - each term (in advance), or
 - with an approved instalment plan.
- 4.2 Where fees are paid by an approved instalment plan, fortnightly payments (designed to have a term's fees fully paid by the end each term) are preferred. Variations to the payment of instalments or delayed payments require the written approval of the Principal or their delegate.
- 4.3 Students studying an industry skills course, including those comprising of one or more units of competency, can elect to pay their fees on registration or by the requested date before the course start date.

5. Payment methods

- 5.1 Payment of fees can be made on line, via phone or in person at Tocal College by cash, cheque and/or credit card.
- 5.2 BPay is available for existing customers.

6. Refunds

Full time students

- 6.1 Those students who have paid a deposit to secure a place in the course and withdraw within three weeks of the course enrolment day will be charged an administrative fee, as published on the Tocal website.
- 6.2 Refund of tuition fees will only be made if a student withdraws from the College within the first two weeks of a term, or due to exceptional circumstances. Consideration of the latter is subject to written application.
- 6.3 Refunds for board and lodging will be considered in exceptional circumstances. Where a student is absent for an extended period due to illness, accident or significant timetable issues to do with their electives a refund may be considered. Requests for refunds for periods of less than 1 (one) week, or where students are suspended, off campus, sick or have exemptions from specific modules will not be considered.
- 6.4 All requests for refunds must be in writing to the College Registrar or College Principal.
- 6.5 Student Association fees are non refundable.
- 6.6 The general deposit and key deposit will only be refunded if there is no damage to the student's room and there are no fines outstanding.
- 6.7 Tour expenses paid in advance will be fully refunded if the student has not undertaken the tour on withdrawal. If the student has gone on tour the balance of expenses will be refunded.
- 6.8 Recreation and welfare levies are non refundable.
- 6.9 All refunds require approval of the College Registrar or Principal

Other students – part time, industry skills course and RPL

- 6.10 Refunds less an administration fee as published on the Tocal website will be given where Tocal College is notified in writing at least five working days before the course starting date.
- 6.11 No refunds or transfers will be given if notified within five working days of the course starting date.
- 6.12 Fees paid for courses not attended without the required notice will not be refunded.

7. Subsidised fees

- 7.1 Subsidised fees and exemptions may be available through Government or industry funded programs such as Smart and Skilled (NSW).
- 7.2 Subsidised fees and exemptions are conditional upon regional allocation, qualification, allocated places available, and completed documentation lodged by the applicant.
- 7.3 Subsidised fees and exemptions are subject to written approval by Tocal College.

8. Deducting scholarships from fees

- 8.1 All students awarded scholarships will have a pro rata amount deducted from their course tuition fees per term (with exceptions) prior to invoicing. Normal payment terms then apply.
- 8.2 If a student withdraws from the College they will relinquish the balance of the scholarship.

9 Debt management

- 9.1 The College Principal is responsible for the management of student debt..
- 9.2 The College Registrar is responsible for following up outstanding debts. The Registrar can approach students on an informal basis regarding overdue debts.
- 9.3 Students will not be permitted to commence their course or enter college residence if fees have not been paid in advance or other arrangements approved in accordance with this policy.
- 9.4 All student debts will be recorded in the Department's finance system. The payment terms (annually, by term, or by instalment) will be recorded.
- 9.5 The due date for all payments (other than fines) will be the first day of the academic term for each particular course.
- 9.6 Student debts arising from either Sections 10 of this policy will be referred to the Department's debt collection agent for collection.

10 Default payments for fulltime course

- 10.1 Residential students who default on payment will immediately be given a notice stating that unless the outstanding amount is paid within four weeks, approval will be sought from the Principal to remove the student from the residence and/or the course.
- 10.2 Non residential students who default on payment will immediately be given a notice stating that unless the outstanding amount is paid within four weeks, approval will be sought from the Principal to withdraw them from the course.

11. Statement of attainment

- 11.1 Students who have outstanding fees will not receive any recognition for attainment in the qualification, or course/unit.
- 11.2 Students who have outstanding fees will be deemed not completed in their training record, and will not be reported as such in the National Vet Collection Data requirements and USI Registry data.

Procedures

NSW Department of Industry financial procedures can be found at <https://intranet.industry.nsw.gov.au/finance/financial-administration>

Definitions

Compliant tax invoice: An invoice compliant with GST legislation and addressed to the student of the fee payer.

Full-time: a student who undertakes studies five days per week for 30 or 35 weeks per annum depending on the course.

Part-time: a student who undertakes studies externally varied hours each week.

Smart and Skilled: NSW State Government Funding model.

Trainee: a student who attends college part time on a block release basis over a period of 3 years.

Legislation

Australian Taxation Office Legislation and Rulings regarding GST
National Vocational Education and Training Regulator Act 2011
Public Finance and Audit Act
Public Finance and Audit Act 1983
Standards for Registered Training Organisations 2015

Related documents

Related documents can be found at: <http://www.tocal.nsw.edu.au>

College courses
College fees
Enrolment Day process

Other related documents

Australian Taxation Office Legislation and Rulings regarding GST
NSW Treasurer's Directions

Superseded documents

This policy replaces:
Policy A-029 Student fees

Revision history

Version	Date issued	Notes	By
4	30/07/2017	Changes to policy include updating procedures and legislation	K Richards

Review date

31/12/2017

Contact

Registrar, Tocal College