

FEES AND REFUNDS POLICY

RATIONALE

North Melbourne Language and Learning (NMLL) charges tuition and amenities fees to participate in NMLL courses. As a Registered Training Organisation, NMLL adheres to government legislation and funding body contract requirements in administration of student fees. The charges imposed assist NMLL to cover its running costs and ensure the continued financial viability of NMLL.

DEFINITIONS

Directions: ACFE 2009 Ministerial Directions on Fees

ACFE: Adult Community and Further Education

Students eligible for government subsidised training:

- Australian citizen
- Australian Permanent Resident
- holder of a Special Category Visa

Students not eligible for government subsidised training:

- Non-permanent residents e.g. travellers, working visa holders, etc

Concession – holders of the following cards are entitled to be charged a concession fee:

- Commonwealth Health Care Card
- Pensioner Concession Card
- Veteran's Gold Card
- a card or concession approved in funding body contracts

PRINCIPLES

This policy is based on the principles that, in relation to all NMLL courses and programs:

- prospective participants and current students are kept fully informed of all fees and charges
- low income and disadvantage are not barriers to participation
- funding will be secured from various sources
- terms and conditions for funding are adhered to according to the specifications of the relevant funding agreement.
- Details of what a fee covers are made available to all current and prospective students

PROCEDURES

1. Charging of Fees for NMLL courses:

Subject to clauses 1.1 - 1.4 below, NMLL charges each student tuition and amenities fees to participate in training courses. Fees are calculated and charged according to the student's eligibility for funding and for concession, and payments are due prior to the commencement of each course

1.1 General procedures for calculation and levying of fees

- NMLL will publish on its website a guide to tuition fee payable for each enrolment in a course
- Recognition of Prior Learning. NMLL will publish on its website all other fees associated with government subsidised training including but not limited to any student services and amenities fees, fees for goods, services or materials and administration fees.
- NMLL will not retrospectively change or adjust the tuition fee of an enrolled Individual.
- Prior to enrolments individuals will be provided with an itemised list of fees and materials required.
- NMLL will not collect a tuition fee from an individual whose enrolment is undertaken by arrangement with another education institution which provides payment to the RTO for tuition.
- NMLL will not charge a tuition or other fee for an enrolment for which funding has been provided directly or indirectly by the Commonwealth Government and where a condition of the funding prohibits the imposition of a tuition or other fee.

1.2 Fees for Students eligible for government subsidised training

The NMLL Fees Schedule is published every calendar year on the NMLL Website.

Non-Concession Fees

Non-concession fees are calculated according to government legislation and relevant funding body contracts.

Non-Concession rates payable for that year include the following:

- the hourly tuition fee for Student Contact Hours
- the amenities fee to be paid once per student per year

An itemised list of any other fees for goods, services or materials and administration fees

Concession Fees

Concession fees are calculated according to government legislation and relevant funding body contracts.

Concession rates payable for that year include the following:

- the concession tuition fee charged as 20% of the non-concession fee
- the amenities fee to be paid once per student per year
- An itemised list of any other fees for goods, services or materials and administration fees.

1.3 Fees for Students not eligible for government subsidised training

Fees for enrolments not subsidised by government funding will be calculated on a cost recovery basis and will include an additional 'course fee' to replace the government subsidy.

Non-government subsidised rates payable for that year include the following:

- the hourly tuition fee for Student Contact Hours

- the hourly course fee equal to the government subsidy
- the amenities fee to be paid once per student per year
- An itemised list of any other fees for goods, services or materials and administration fees.

1.4 Fee for Service

NMLL may choose to create and deliver non-accredited courses that do not attract government subsidies and are not subject to government legislation or compliance.

Fees payable for these courses will be calculated by NMLL using an in-house costing tool and published alongside the Fees Schedule. The total amount of fees payable is at the discretion of the Further Education Coordinator and Manager.

1.5 Exemption from Fees

NMLL may grant a concession on tuition and amenities fees where it is considered that collection in full would impose hardship on the student. This may include a concession on, or exemption from, the total fees payable.

People who may be considered to be in extreme hardship could include the following:

- all refugees and humanitarian entrants within their first 3 years in Australia (refugee and humanitarian defined as per Prep visa categories)
- migrants within their first two years in Australia, who are unemployed, not eligible for benefits, but registered with Centrelink (must produce evidence)
- individual cases as determined by the NMLL Education Coordinator and approved by the Centre Manager on a case by case basis

(Note that clients who are receiving Job Service Agency Intensive Assistance would **not** come under these extreme hardship provisions)

NMLL will exempt from fee payments those students who meet the eligibility criteria for the Adult Migrant Education Program (AMEP). The program entitles students to 510 hours of Federal Government fully funded class hours.

Unless it contradicts with government legislation or funding body contracts NMLL may choose to waive the tuition and amenities fees for specific courses.

1.6 Paying by instalments

Student fees may be paid as per an instalment payment agreement as agreed to and signed by the student.

2. Additional fees and charges

NMLL will recover from participating students part or all of the costs of:

- providing goods or materials to be retained by a student as his or her personal property
- excursions or field trips which are not a requirement of an accredited course.
- Individuals will be provided with itemised details of any additional fees and charges prior to enrolment

3. Refunds

A student requesting to withdraw from a course may do so by filling out a Student Enrolment Withdrawal Refund Form. The student will be refunded the tuition and amenities fee where a request is made up to four weeks after the commencement of the course.

Costs paid by a student for an excursion or field trip will not be refunded if the student does not advise NMLL of their withdrawal from the activity at least one week before the event.

4. Invoices

All students will be provided with a fees invoice detailing the following information:

- details of fees collected
- course name(s)
- student's name
- date of payment.

On payment of fees, invoices will be marked 'paid' and a copy provided to students.

ASSOCIATED DOCUMENTS

Grievance Policy (Students) and Incident Report

Enrolment Withdrawal Form

NMLL Fees Schedule (published annually on NMLL website)

Hardship Fee Exemption Form

| CHANGE HISTORY of POLICY | |
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| Previously known as: Fees and Refunds Policy | Initial approval of policy: 29 October 2007 |
| Dates previously reviewed: 25 August 2009 7 October 2010 31 October 2012 19 February 2014 | This version approved at Committee of Management Meeting date: 22 October 2014 |
| Policy Review due: October 2015 | |