

Student Fees and Refunds Policy

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Related Policies	<ul style="list-style-type: none"> • Smart and Skilled • Marketing and Advertising
Related Procedures	<ul style="list-style-type: none"> • Collection of Fees • Refund of Fees • Re-Crediting VSL Balances • Cancelling a VSL Student's Enrolment • Smart and Skilled
Forms and supporting documents	<ul style="list-style-type: none"> • Program Guide • VSL Schedule of VET Tuition Fees and Census Dates • Withdrawal Form • Deferral Form • RTO Student Handbook • Schedule of Fee • Smart and Skilled Fee Information Sheet
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DOCUMENT HISTORY

Version	Issued	Author	Reason for Change
v1.0	Sep 2016	RTOEO	Updated in accordance with the Smart and Skilled Information.
v2.0	Oct 17	RTOEO	Updated in accordance with the Smart and Skilled Information.
v2.1	Sep 18	RTOEO	Separated from policy into a standalone procedure and updated the contents.
v2.2	May 19	RTOEO	Updated to include VET Student Loans information
v2.3	Sep 2019	RTOEO	Amended the titles of the RTO new Committees
v2.4	Sep 2020	RTOEO	General review, amended the document history to include reference to the Program Guide, which replaced the PECl and Course Guide.

Issued by the Executive Manager, NSW Health RTO under the authority of the Chief Executive (CE).

Definitions

Census Date	For VET Student Loans approved courses: 20% of the way through the unit of study
CT	Credit Transfer
Fee paying Student	Students who are required to pay course fees including Smart and Skilled Student fees, where applicable.
PG	Program Guide
Program	AQF Qualification, Skill Set, Skill Cluster and standalone Unit of Competency
RPL	Recognition of Prior Learning
RTO	Registered Training Organisation
RTOEO	NSW Health RTO Executive Office
Smart and Skilled Student	<p>A student who is enrolled in a program that is funded by the Department of Industry Smart and Skilled. The funding is provided directly to the RTO.</p> <p>Under this program, most students are required to pay a student contribution. In most cases, NSW Health will pay this fee for its employee.</p>
VET	Vocational Education and Training
VET Products	AQF Qualification, Skill Set, Skill Cluster and standalone Unit of Competency
VSL	VET Student Loans

Purpose

This policy and associated procedures outline NSW Health RTO approach to managing student fees and refunds, including the protection of student fees paid in advance.

All students will be treated fairly and with integrity when charged fees or applying for refunds.

Scope

This policy applies to all student fees and refunds applicable to the provision of training and assessments, including fee for service students and students funded under the NSW Health RTO Smart and Skilled Contract. This policy and associated procedures ensure compliance with the Standards for RTOs 2015, and the requirements of the Smart and Skilled Contract Terms and Conditions and associated Guidelines, Policies and other documentation.

Policy

1. Fees

1.1 NSW Health Employees

Most programs delivered by NSW Health RTO delivery sites are targeted at their own employees. NSW Health Organisations may decide to pay student charges for their employees, including fees for employees who are enrolled in Smart and Skilled funded programs (refer to Smart and Skilled sections outlined in this policy). At the discretion of the delivery sites, programs may allow entry from out of district/network students. If these students attract a fee, the student's district/network may elect to pay these fees on their student's behalf.

1.2 Fee Paying Students

- Fee paying students will be advised of applicable fees at the time of enquiry
- A payment schedule will be negotiated.

1.3 VET Student Loans

Where VSL is offered, students will be provided with:

- The census dates for each VET unit of study by the prescribed dates
- The applicable VET Student Loans fees and when they are due.

1.4 Smart and Skilled Funded Students

Smart and Skilled funded students may be required to pay a student contribution fee. Students will be informed of that fee on confirmation of their Smart and Skilled training place. NSW Health organisations may choose to pay this contribution on behalf of their students.

For further information see Section 3 – Smart and Skilled.

- 1.5 **Where RPL or Credit Transfer** is granted, this may result in student fees or contributions being reduced. Students will be advised of this at the time of enrolment or when RPL/Credit Transfer is approved.
- 1.6 All fee paying students are entitled to a cooling off period of five (5) working days.
- 1.7 Fees are only collected once student enrolment is finalised
- 1.8 Full payment of fees must be finalised before completion of a qualification.
- 1.9 Program fees include:
 - Provision of learning materials and assessment items.
 - Issuance of a Certificate, Record of Results and/or Statement of Attainment (SOA).
- 1.10 Some textbooks and other materials may need to be purchased by each student at their own expense. Students will be advised of these costs prior to enrolment.
- 1.11 Replacements of lost or destroyed certificates or SOAs will attract the fee stated in the latest Fee Schedule.
- 1.12 Where students are having difficulty in paying their fees, alternative arrangements for payment can be arranged by the RTO delivery sites.
- 1.13 If students have not paid the required fees within thirty (30) working days of receiving an invoice, and have not negotiated an extension for payments and/or the fees remain unpaid after sixty (60) days, this debt may be referred to a debt agency and the RTO delivery site may suspend training and assessment services or any services until fees are brought up to date. Students with outstanding accounts may be withdrawn from their program if payments have not been received and no alternative arrangements for payment have been made.

2. Fee Protection

NSW Health RTO has fee protection arrangements in place. If the RTO is unable to provide the services for which students has prepaid, the RTO will:

- Place its students into an equivalent program, preferably within a NSW Health RTO delivery site, at a location suitable to them and ensure students receive the full services for which they have prepaid at no additional cost, or
- Refund the students any prepaid fees for services yet to be delivered

Where a student is enrolled in a Smart and Skilled funded course and the Smart and Skilled Student Fee is not paid by a NSW Health organisation NSW Health RTO will not collect fees of more than \$1,500 at any one time.

3. Smart and Skilled Funding

3.1 NSW Health may choose to pay student contributions for their employees who are enrolled in Smart and Skilled funded programs.

3.2 For fee paying students, the student will only be charged the fees for Subsidised Training as per the current Schedule of Prices, Fees and Subsidies as published on the Department of Industry (DOI) Smart and Skilled website at www.training.nsw.gov.au/smartandskilled/prices_fees.html

3.3 Students must be provided with:

- Access to the Smart and Skilled Fee Administration Policy before or at the time of enrolment.
- Policies on the evidence required for Smart and Skilled eligibility and fee concessions/exemptions
- Information about:
 - Withdrawal without penalty
 - Repeated attempts to complete a UOC
 - Levying of student fees and recovery of outstanding fees.

3.4 Fees for students repeat attempts to complete units of competency

NSW Health RTO recognises that additional subsidy will not be provided for repeat attempts by a student to complete a unit of competency.

The number of times a student can attempt to complete a unit of competency within NSW Health RTO is outlined in individual Program guides.

4. Refunds

4.1 All requests for refunds are to be made in writing (except in the case where NSW Health RTO cancels a program) via email or letter to the Delivery Site Manager. Students will need to state their reasons for a refund and attach any relevant documentary evidence such as a medical certificate.

4.2 Where NSW Health RTO cancels a program, refunds will be automatically provided to students within (30) working days. Refunds will be provided via direct transfer into a nominated account.

4.3 Students will be advised of the outcome of their request for a refund in writing within five (5) working days, after which the refund will be paid within thirty (30) working days.

4.4 Refund for cases with extenuating circumstances will be assessed on a case by case basis, by the delivery site Director/Manager.

4.5 All documentation is to be filed on the student's record.

4.6 Full Refund

Fee for service students are eligible to receive a full refund in the following circumstances:

- Where a delivery site cancels the program prior to commencement.
- Where a student cancels in writing at least twenty (20) working days prior to program commencement.

4.7 Partial Refund

- A partial refund of 50% of prepaid fees will be refunded if a student cancels in writing at least five (5) working days prior to program commencement.
- A partial refund of 25% of prepaid fees will be refunded if a student cancels in writing at least two (2) working days prior to program commencement.
- Where a delivery site cancels the program, after the student has commenced, the delivery site will refund the unspent program fees. This will be calculated based on services already provided up to the day the program stops.

Note: should a delivery site cancel a program after commencement, the RTO will ensure students are given assistance to find a suitable replacement Program.

4.8 No Refund

There will be no refund of prepaid fees:

- Where a student cancels in writing under five (5) working days of program commencement.
- Where a student does not attend a program without advising of acceptable reasons for the non-attendance.

4.9 VET Student Loans

Australian citizens, eligible NZ citizens or Australian resident permanent humanitarian visa holder who are enrolled in a VET Student Loan enabled course:

- In the event of a student withdrawing from a Unit of Study on or before the Census Date for that Unit of Study:
 - 100% of Tuition Fees paid for that unit will be refunded to the student; and
 - The student will not incur a VET Student Loan debt.
- In the event of a student withdrawing from a Unit of study after the Census Date for that Unit of Study:
 - No refund is applicable; and/or
 - The student will incur a VET Student Loan debt.
- A student who withdraws after the Census Date for a Unit of Study may apply for special consideration in accordance with the Student Review Procedure for Re-crediting VSL Balances.

NSW Health

Registered Training Organisation

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