

# Collection of Student Fees Procedure

RTO Number 90198

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Applies to	NSW Health RTO
Related Policies	<ul style="list-style-type: none"> <li>• Fees and Refunds</li> <li>• Smart and Skilled</li> </ul>
Related Procedures	<ul style="list-style-type: none"> <li>• Refund of Fees</li> <li>• Smart and Skilled</li> <li>• Cancelling a VSL Student's Enrolment</li> <li>• Re-crediting VSL Balances</li> </ul>
Forms and supporting documents	<ul style="list-style-type: none"> <li>• Program Guide</li> <li>• Withdrawal Form</li> <li>• Deferral Form</li> <li>• RTO Student Handbook</li> <li>• Schedule of Fees</li> <li>• Smart and Skilled Fee Information Sheet</li> <li>• Enrolment Data Collection – AVETMISS</li> <li>• Enrolment Data Collection – Smart and Skilled form</li> </ul>
Review date	20 May 2021

## 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	May 20	RTOEO	Amended the titles of the RTO new Committees

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

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## Overview

- All students must be provided with clear information regarding the applicable fees and when they are due.
- 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.
- Course fees include the provision of learning materials and assessment items. 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.
- Course fees include the issuance of a Certificate, Record of Results and/or Statement of Attainment (SOA).
- **All students will be treated fairly and with integrity when charged fees or applying for refunds.**

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## Definitions

Census Date	For VET Student Loans (VSL) approved courses: 20% of the way through the Unit of Study.
Commitment ID	A commitment by the Department of Industry to provide the RTO with Smart and Skilled funding for a specific student.
CT	Credit Transfer
Fee paying Student	Students who are required to pay course fees including Smart and Skilled Student fees, where applicable.
Payment Schedule	A timetable outlining the dates at which payments are to be made. It includes a description, the payment amount and dates due.
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	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.  Under this program, most students are required to pay a student contribution. In most cases, NSW Health will pay this fee for its employee.
VET	Vocational Education and Training
VET Products	AQF Qualification, Skill Set, Skill Cluster and standalone Unit of Competency.
VSL	VET Student Loans

# Procedure

<p><b>Delivery Site</b> Information Regarding Fees</p>	<ul style="list-style-type: none"> <li>• Include accurate fee information in marketing documents.</li> <li>• Advise fee paying students of applicable fees at the time of program enquiry.</li> <li>• Advise VSL students of census dates for each unit of study and all applicable fees at the time of program enquiry.</li> <li>• Where a Program is likely to be Smart and Skilled funded (including apprenticeships and traineeships) provide them with the Smart and Skilled Fee Information Sheet.</li> </ul>
<p><b>Delivery Site</b> Collect Student Information</p>	<ul style="list-style-type: none"> <li>• All students are required to be enrolled in MHL and complete USI and AVETMISS requirements.</li> <li>• Where a student cannot access MHL, they must complete the Enrolment Data Collection form – AVETMISS (available on the RTO Website).</li> <li>• All Smart and Skilled Students must complete the Enrolment Data Collection – Smart and Skilled form (available on the RTO Website).</li> <li>• Email the forms to RTOEO via email: <a href="mailto:HSNSW-RTO@health.nsw.gov.au">HSNSW-RTO@health.nsw.gov.au</a> at least two (2) weeks prior to the program commencement.</li> </ul>
<p><b>RTOEO</b> Smart and Skilled Commitment ID</p>	<ul style="list-style-type: none"> <li>• Enter the student information into STS Online as appropriate</li> <li>• For Smart and Skilled Students, provide delivery site with the Student Copy of the Commitment ID (obtained from STS online). This shows the fee payable by the student.</li> </ul>
<p><b>Delivery Site</b> Smart and Skilled Notification of Enrolment</p>	<ul style="list-style-type: none"> <li>• Provide Smart &amp; Skilled Students with their copy of the Smart and Skilled Notification of Enrolment – Student Copy</li> <li>• Inform students whether the fee is payable by a NSW Health Organisation</li> <li>• Where students are required to pay a fee, inform the student that they will not be paying more than \$1,500 at any one time.</li> </ul>
<p><b>Delivery Site</b> Payment Schedule</p>	<ul style="list-style-type: none"> <li>• Negotiate with the student the payment term/s during the enrolment process</li> <li>• Develop Payment Schedule and provide to student.</li> <li>• Do not collect fees of more than \$1,500 at any one time for any Smart and Skilled funded student.</li> </ul>
<p><b>Delivery Site</b> Preparation for Collection of fees</p>	<ul style="list-style-type: none"> <li>• Students are entitled to a cooling off period of five (5) working days.</li> <li>• Ensure:             <ul style="list-style-type: none"> <li>- The cooling off period of five (5) working days is applied.</li> <li>- Fees are only collected once student enrolment is finalised</li> <li>- Students are aware that full payment of fees must be finalised before completion of a qualification.</li> </ul> </li> </ul>
<p><b>Delivery Site</b> Invoicing and receiving payments for fee for service student</p>	<ul style="list-style-type: none"> <li>• Raise invoice for deposit/enrolment fee as per agreed Payment Schedule.</li> <li>• Students have ten (10) working days to pay their invoice.</li> <li>• Raise subsequent invoices in line with Payment Schedule.</li> <li>• Record all invoices issued and payments received.</li> <li>• Place copy of all invoices and receipts on student's file.</li> </ul>

**Delivery Site**  
Overdue Fees

- Where students have not paid the required fees within thirty (30) working days of receiving an invoice:
  - Inform the student of the overdue fees, in writing.
  - Provide the opportunity to revise the payment plan.
  - Monitor student payment of fees in accordance with the revised payment plan.
  - The NSW Health process for the collection of fees will apply if the student fails to meet the amended payment plan
  - Keep a record on student's file.
  
- Where the student has received an invoice but has not paid the overdue fees within thirty (30) working days and has not negotiated a revised payment plan:
  - The RTO delivery site may suspend any services, including training and assessment, until fees are brought up to date.
  - The NSW Health process for the collection of fees will apply.

*Note: Students with outstanding accounts may be withdrawn from their course if payments have not been received and no alternative arrangements for payment have been made.*

- Students are not to receive Certificates, Record of Results or Statements of Attainment until all fees due have been paid.

# NSW Health

## Registered Training Organisation

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