

1. Purpose of Policy

1.1 This policy and associated procedures outline the way that Tec-NQ ensures that the fees for accredited training are communicated in accordance with standards and requirements of:

- ASQA Standards for Registered Training Organisations 2015
- VET SAS Agreement
- Skills Assure Supplier Policy 2020-2021
- User Choice 2020-2021 Policy
- Certificate 3 Guarantee Program Policy 2020-2021

2. Scope

2.1 This policy applies to all full-time apprentices, secondary school students and fee for service students who are enrolled at Tec-NQ and undertaking accredited training.

2.2 This policy is applied by all relevant administrative, support and management staff members.

3. Policy Statement

3.1 Tec-NQ is committed to administering its Fees and Fee Collection processes in a fair and equitable manner.

3.2 Tec-NQ will ensure that the rules of any government funded, or subsidised program are met and that fees are clearly disclosed to students and clients.

3.3 In the application of these rules, Tec-NQ will at all times offer reasonable allowed payment alternatives to ensure that students with financial disadvantage are given every reasonable opportunity to progress their education.

3.4 Tec-NQ refund processes will also ensure that individual students paying their course fees only pay for the services that they incur for the time that they are enrolled, with exception to non-refundable components such as deposits and required notice periods.

4. Policy Details

4.1 Tec-NQ will ensure that it charges all compulsory student or co-contribution fees as required under any government funded or subsidised program.

4.2 Tec-NQ does not accept from a student any amount in excess of \$1200 prior to commencement, nor do instalments at any time exceed \$1200 in advance of services delivered.

4.3 Tec-NQ will ensure that it offers all compulsory student concessions and exemptions to fees as required under any government funded or subsidised program.

4.4 Students who do not subsequently meet the proof requirements for the concession or exemption within a reasonable period will be invoiced the standard amount.

4.5 Where permitted under a government funded or subsidised program the College may waive all or some student fees based on proven financial hardship. Please refer to Hardship Workflow and Application form for guidance.

4.6 All invoices with a value less than \$1200 are pre paid prior to attending training. Any training invoice that exceeds \$1200 will have a payment plan established in alignment with the progression of studies. All invoices must be paid in line with the due date issued.

4.7 Tec-NQ will offer reasonable allowed payment alternatives to ensure that students with financial disadvantage are given every reasonable opportunity to progress their education.

4.8 Hard copy re-print of Statement of Attainment (SOA) or Certificate will incur a fee of \$30 payable prior to issuing. Re-issue of White Card will incur a fee of \$30 payable prior to issuing.

4.9 Receipts are not issued for payments made unless requested.

4.10 Students who withdraw from their course and wish to seek a refund or have the amount they owe on their fees reduced must apply in writing using the Refund Request Form.

4.11 Students who have not completed a refund request form are not eligible for consideration for a refund or reduction in fees. A Refund Request Form must be received within 30 days of the course cancellation/withdrawal to be considered.

4.12 In cases where course fees include a non-refundable tuition or enrolment fee, this will be included in the Statement of Fees and Student Fee Agreement. This is non-refundable except in the unlikely situation where the RTO is required to cancel a course due to insufficient numbers or for other unforeseen circumstances. In this case, students will receive a full refund of their deposit.

5. Student Contribution Fees

5.1 Student contribution fees are the non-government financial contribution payable by the student to Tec-NQ for the cost of the training and assessment services provided.

5.2 Tec-NQ must detail its fees and charges policy including full costs, method of collection, refunds and exemptions prior to enrolment and provide access to this written policy to apprentices and trainees. This will take place during the student meeting prior to enrolment.

5.3 Tec-NQ must retain evidence of student contribution fees charged and collected for all students, except for those students deemed as fully exempt. In addition, Tec-NQ will retain the evidence for all students whose circumstances have been deemed as totally or partially exempt from student contribution fees.

5.4 Student contribution fees under the User Choice program are set at \$1.60 per nominal hour for each unit of competency/module to be calculated at the commencement of the unit of competency/module.

5.5 Student contribution fees may be adjusted annually and Tec-NQ will be informed by the Department of Employment, Small Business and Training (DESBT) of any changes to the student contribution fees.

5.6 Tec-NQ will not charge more than the student contribution fee amounts contained in this policy, except as required periodically by the department.

5.7 Tec-NQ may in some circumstances charge less than the student contribution fee. This will be assessed as part of the Tec-NQ hardship process (see section 3.4).

5.8 When the participant converts from a school-based apprentice or trainee to a full-time or part-time apprenticeship or traineeship, student contribution fees must be charged for training and assessment for any units of competency not yet commenced. This does not apply when the participant is undertaking a fee free apprenticeship or is a Year 12 graduate and is undertaking a high priority qualification as identified by the DESBT.

5.9 Where Tec-NQ must collect a student contribution fee, it may be paid on behalf of the student by their employer or a third party unrelated to Tec-NQ. However, it cannot be paid or waived by Tec-NQ (whether directly or indirectly), unless approved in writing by DESBT.

6. Tuition Fee Exemption

6.1 Partial exemption — tuition fees

Tec-NQ **must** charge 40 per cent of the student contribution fee where the participant falls into one or more of the following exemption categories:

- a) The participant was or will be under 17 years of age at the end of February in the year in which the Tec-NQ provides training, and the participant is not at school and has not completed year 12.

- b) The participant holds a Health Care Card or Pensioner Concession Card issued under Commonwealth law, or is the partner or a dependant of a person who holds a Health Care Card or Pensioner Concession Card, and is named on the card.
- c) The participant issues Tec-NQ with an official form under Commonwealth law confirming that the participant, his or her partner or the person of whom the participant is a dependant, is entitled to concessions under a Health Care Card or Pensioner Concession Card.
- d) The participant is an Aboriginal or Torres Strait Islander person. Acceptable evidence is as stated on the Training Contract and AVETMISS VET Enrolment Form.

6.2 Full exemption — tuition fees

Tec-NQ **may** apply full exemption from the student contribution fee where the participant falls into one or more of the following exemption categories:

- a) Where payment of the student contribution fee would cause extreme financial hardship, then the TEC-NQ may waive these fees. The fee waiver process should be in place at the time of the participant's enrolment, Tec-NQ must have a reasonable internal process to manage an appeal about the outcome of an application under financial hardship.
- b) Where the Queensland Government, as represented by the departmental officer responsible for the User Choice budget, advises in writing that fees are optional. On receipt of such advice, Tec-NQ may choose not to collect the student contribution fee. In this circumstance, any decision by Tec-NQ not to collect fees does not create a liability for the department. Tec-NQ may not apply for reimbursement by the department of fee revenue foregone. Refer to the User Choice 2020-21 Qualification and Price List, as published on the department's website, for information on where fee exemptions are applicable.

6.3 Tec-NQ **must** apply full exemption for the student contribution fee where the participant falls into one or more of the following exemption categories:

- a) where credit transfer/national recognition has been applied to a unit of competency/module
- b) the participant is a school-based apprentice or trainee
- c) the participant is undertaking a qualification as part of the Skilling Queenslanders for Work – Work Skills Traineeship program.

7. Free apprenticeships for under 25's

- 7.1 Tec-NQ must not charge a student contribution fee to a student who:
 - a) meets the participant eligibility in to receive a government contribution and is eligible for Free Apprenticeships for under 21s;

- b) enrolls in a high priority qualification identified by the department for Free Apprenticeships on the current User Choice Price List.
- c) The student contribution fee for Free Apprenticeships for Under 25's will now be met by the (except for qualifications where the student contribution fee is met) Construction Skills Queensland for continuing students only with a unit of competency start date before 1 October 2015; refer to www.csq.org.au for list of qualifications). Tec-NQ must retain evidence of student's eligibility for Free apprenticeships.

8. Legislation

- ASQA Standards for Registered Training Organisations 2015
- VET SAS Agreement
- Skills Assure Supplier Policy 2020-2021
- User Choice 2020-2021 Policy
- Certificate 3 Guarantee Program Policy 2020-2021

9. Related Documents

- Request for Fee Exemption Form
- Refund Request Form
- Complaint and Appeals Policy and Procedure

10. Publication

Distributed to all staff, students and parents via Tec-NQ website and DMS.

11. Policy Release Details

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