

**PROGRAM FEES & REFUND POLICY-revised V7**

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**1 Policy Statement**

Carlton Neighbourhood Learning Centre (CNLC) delivers Skills First subsidised courses, and Adult Community and Further Education (ACFE) subsidised courses. For these funding sources CNLC will abide by regulatory guidelines for charging Fees. Students enrolled in the Skills for Education and Employment (SEE) and Adult Migrant Education Program (AMEP) funded courses do not pay fees., according to contractual guidelines.

CNLC also delivers courses that are not government subsidised, known as Fee-for-Service courses.

Eligibility for Skills First and ACFE subsidised courses are determined prior to enrolment. (See CNLC Pre-Training Assessment procedure).

If there is space available in a government subsidised course, CNLC will enrol students who are ineligible for government subsidised courses on a fee for service basis at the Skills First funded courses hourly rate for the current year. A case can be made for a reduced Fee for Service rate in the case of hardship in accordance with Fee Reduction/Fee waiver procedure.

Refunds: If a student withdraws, by written notice from Skills First or ACFE subsidised training at any time up until 4 weeks after the scheduled commencement date of the course, CNLC will refund the tuition fees paid less a \$20 administration fee. No refund is available where a student withdraws from Skills First subsidised training at any time after 4 weeks of the scheduled commencement date. If a student withdraws from Skills First subsidised training at any time after 4 weeks of the scheduled commencement date and the student is on a payment plan, fees must still be paid. If a course is cancelled by CNLC at any time during the period of a student's enrolment, then CNLC will refund the tuition fees and service and amenities fees in full.

If a student withdraws from a Community Development/ fee-for-service course the participant will be refunded the pro-rata portion of any fees which have not been used prior to the date of cancellation, less a \$20 administration fee. If a program or activity is cancelled at any time during the period of the participant's enrolment, the student will be refunded the pro-rata portion of any fees, which have not been used prior to the date of cancellation. Where possible, participants will be offered the option of a credit not in exchange for a refund.

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We comply with the fair trading requirements and consumer rights as set out in the Australian Consumer Law (ACL) and CNLC guarantees that:-

- services will be provided with acceptable care and skill
- courses will match the descriptions in promotions and advertising

the courses will be of acceptable quality and fit for the purpose for which they are intended to be used.

This policy applies to the entire organisation.

**2 Responsible Persons**

Who	What
Committee of Governance	Endorse reviewed or new Policies
Delegated Sub-Committees	Review Policies
Executive Officer	Maintain Policy Register Oversee process Final approval of fees and refunds
Further Education Manager	Manage process
Finance Manager, Administration Officer, Pre-Training Assessors	Engaged in process

**3 Guiding Principles**

- In accordance with the principles of access and equity CNLC may apply fee reductions or fee waivers on application when students are experiencing hardship.
- Fees are determined with the principles of access and equity
- Fee information is clearly visible in all marketing material to ensure transparency
- CNLC is committed to keeping fees as low as possible to ensure that courses are widely accessible
- We comply with regulatory standards and guidelines relevant to each funding source and the ACL in order to set, charge and collect fees, and organise refunds, for all government subsidised and all other courses.
- ACFE Course Fees are set according to guidelines of no more than 1.08 per hours and a maximum concession fee of \$50 per course

**4 Key Definitions**

- **Government Subsidised Tuition Fees** – are rules set by the Victorian Department of Education and Training 2022 Guidelines about Fees - Skills First Program according to the tuition fees are set by CNLC and reviewed annually and are calculated using an hourly rate times the unit hours in a course in any one year. The actual hourly rate varies depending on whether the student is receiving a government subsidy or concession and the category or level of course being studied.
- **Textbook Fee** – covers the cost of a textbook for a course, if applicable in that year and is reviewed annually.

## CATEGORY – Quality, Risk & Compliance

Policy # 3.6

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- **Fee for Service Fees** – are fees set by CNLC and are applied at a user pays rate for students who are not eligible for government subsidised courses. The fees are applied using the Skills First subsidy hourly rate times the unit hours in a course in any one year. Fee for service also applies to Community Development courses and workshops delivered.

5	<b>Relevant legislation, regulatory guidelines and rules</b>	<ul style="list-style-type: none"> <li>• Australian Charities and Not-for-profits Commission (ACNC) Governance Standards</li> <li>• CNLC Rules</li> <li>• Federal, State and Council funding agreements with CNLC</li> <li>• Legislation             <ul style="list-style-type: none"> <li>- Education and Training Reform Act 2006 (Vic)</li> <li>- A New Tax System (Goods &amp; Services Tax) Act 1999</li> <li>- Australian Consumer Law (ACL) (see Competition and Consumer Act 2010 (Cth) ( Schedule 2)</li> <li>- Australian Consumer Law and Fair Trading Act 2012 (Vic)</li> </ul> </li> <li>• Regulatory standards and guidelines relevant to each funding source in order to set, charge and collect tuition fees, and refunds, for all government subsidised courses:             <ul style="list-style-type: none"> <li>- Victorian Department of Education and Training: 2022 Guidelines about Fees -Skills First Program )</li> <li>- Victorian Registration and Qualifications Authority (VRQA) Guidelines for Vocational Education &amp; Training (VET) Providers' (VRQA, 2019) (and as updated)</li> <li>- Australian Quality Training Framework (AQTF) Essential Conditions and Standards for Continuing Registration (AQTF 2013) (and as updated)</li> <li>- Victorian Public Records Act 1973, Victorian Public Records Office Standards(and as updated)</li> <li>- ACFE 2022 Training Delivery Guidelines p 20</li> <li>- Preaccredited Training: Course Fees and Subsidies - <a href="https://www.vic.gov.au/pre-accredited-course-fees-and-subsidies?">https://www.vic.gov.au/pre-accredited-course-fees-and-subsidies?</a></li> </ul> </li> </ul>
6	<b>Related policies &amp; procedures &amp; documents</b>	<ul style="list-style-type: none"> <li>• CNLC Policy Register</li> <li>• CNLC Fee waiver /Fee reduction/Fee refund procedure</li> <li>• CNLC Further Education Program Fees and Refund Procedure</li> <li>• CNLC Pre-Training Assessment procedure</li> <li>• CNLC Complaints and Appeals Policy</li> </ul>