

RTO- Student Fees, Charges and Refunds Policy

Introduction

The objective of this Policy is to make prospective students and clients aware of fees, charges, refunds, and transfer arrangements that apply as a student of **Riverina Community College (RCC)**.

Application

This Policy applies to all fees, charges, refunds, and transfers that relate to the provision of education and training by RCC, and applies to students undertaking training with government subsidies, paying concession fees and/or clients and students paying full fees.

Fee for Service Training

RCC advises students of fees, additional resources, and any other additional costs prior to enrolment. This information is provided in course promotional materials such as promotional brochures, flyers, and information packs, RCC website and quotes.

The cost of fee for service accredited training will be adjusted by the value of any Credit Transfers or Recognised Prior Learning granted.

Smart and Skilled Subsidised Programs

To be eligible for subsidised training under the Smart and Skilled Program students must meet the relevant eligibility criteria. Students who are eligible under the Smart and Skilled Program will have their training subsidised through the NSW Government and student contributes towards the cost of training through the payment of a student contribution (fee).

RCC will provide a quote an eligibility quote to students at the completion of an enrolment application which will provide a breakdown on Student Contribution (Fee) and government subsidy payment on behalf of the student. Fees, including the value of student contributions, are determined based on the information provided by the student, including:

- Prior qualifications
- If the student is undertaking an Apprenticeship/Traineeship
- Eligibility for concessions
- Eligibility for exemptions
- Credit Transfers
- Recognition of Prior Learning
- Continuing student from previous calendar year
- Deferral

The student contribution fee may be paid on behalf of the student by their employer or third party unrelated to RCC. The quote includes the fee amount the employer or third party has agreed to pay, when and how the fee will be collected, and refund arrangements.

Other Subsidised Programs

For all other funded programs, RCC will advise each student of any subsidy provided, including no fees applicable, additional fees, incidental expenses and other charges that apply to the study program prior to enrolment. Where an employer is supporting an employee's enrolment, RCC will also provide this information to the employer.

Additional Course Costs

RCC will advise if any additional costs may apply to a course prior to enrolment acceptance.

Recognition of Prior Learning (RPL)

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Prior to enrolment, please advise the Course Coordinator if you are seeking recognition for prior learning. Some options are explained below.

Recognition of qualifications issued by other Recognised Training Organisations (RTOs)

RCC recognises the Australia Qualifications Framework (AQF) and Statements of Attainment issued by any other Registered Training Organisation. Credit Transfer (CT) may be granted for Unit(s) of Competency completed by a student, subject to a validity check.

Recognition of Prior Learning (RPL)

RPL assessment is available to all RCC students. RPL is an assessment process that involves assessment of an individual's relevant prior learning (including formal and informal learning) to determine the credit outcomes of an application for credit.

Applying for recognition

Students may contact RCC to request an RPL kit. You may undergo the following steps as part of the recognition process:

- Identify which competencies or learning outcomes in which you already have competence
- Contact your assigned trainer/assessor to arrange a recognition interview
- As guided by your assigned trainer/assessor, complete and submit all necessary evidence and assessment tasks.

Credit Transfer

Credit Transfer Fees

RCC values and recognises the qualifications and Statement of Attainments (SOA's) issued by any other Registered Training Organisation (RTO) operating under the Australian Qualifications Framework (AQF). RCC have a Credit Transfer Application Process in place to acknowledge and give credit for units of competency previously completed by a student within the last two years, contingent upon a validity check. Students are required to provide copies of Statements of Attainment or Qualifications prior to enrolment to ensure that an accurate quote can be provided.

There are no fees associated with applying for credit in a course.

Repeat Attempts to Complete Units of Competency

Nationally accredited courses assess your competency in meeting the requirements of the national standard for each Unit of Competency (UOC) in a qualification. If you are deemed as Not Yet Competent, you will be given the opportunity to re-submit your work with a total of three attempts with no additional cost, unless stated otherwise under licensing requirements (where you will be advised of the maximum opportunities available).

If you are deemed Not Yet Competent after all three attempts, the Student Support Coordinator will discuss your options with you. These options may include:

- Re-enrolling in the Unit of Competency at a fee for service administration and assessment fee per unit. If further training is required, there will be additional charges and you will be provided with a quote in advance.
- Review your course and study options with your Student Support Coordinator
- Transfer to another course
- Withdraw from the course

Refunds

RCC is committed to making every reasonable effort to ensure that when students enrol, they can complete their course. RCC will only commence a course when there are sufficient students enrolled for the course to be viable and a trainer is available. Should RCC cancel a course prior to commencement, RCC will return all prepaid fees for that course.

RCC also recognises a student's circumstances may change meaning they are unable to continue with their course. Students are required to discuss their circumstances with their Trainer and Assessor or Student Support Coordinator who will assist them in determining the best way forward.

A non-refundable Course Administration Fee of \$250 applies as outlined below. Refunds are issued in accordance with RCC's Financial Management Policy.

Full Refunds

RCC will issue a full refund to the relevant party (student or third party) minus an administration fee retained by RCC, when cancellation is actioned by RCC prior to course commencement or in the instance where the student withdraws in writing prior to course commencement.

A refund of fees/contributions paid directly by a student will apply to both accredited and non-accredited programs if:

- a training program has been cancelled by RCC prior to commencement.
- a student cancels in writing five or more working days prior to commencement (less the non-refundable \$250 Course Administration Fee)
- a student cancels in the five working days prior to commencement due to extenuating circumstances (such as accident or illness). A written request for a refund outlining the extenuating circumstances will be considered at the discretion of RCC. Supporting documents, such as medical certificates will be required.
- a student has overpaid fees. The value of overpaid fees will be refunded.
- RCC has granted Credit Transfer or Recognised Prior Learning after enrolment and the fee recalculation is lower than the fee the student has already paid.

Partial Refunds

A partial refund (less the non-refundable \$250 Course Administration Fee) will apply if:

- a student cancels less than five working days prior to course commencement due to change of mind or change of circumstances (such as work hours, childcare, location, etc), or
- RCC has commenced delivery of any modules or units to a student.

The value of any partial refund will be reduced by the Course Administration Fee of \$250 plus the cost of any modules or units where RCC has commenced delivery to the student.

Circumstances beyond RCC's control may result in a course being cancelled after it has commenced. This may include where a trainer becomes ill or resigns unexpectedly and RCC is unable to source a replacement trainer, or when continuing student numbers fall below viability levels. RCC will provide a refund for the cost of any modules or units that RCC has not delivered and issue each student with a Statement of Attainment for all work successfully completed.

A pro-rated refund is calculated by dividing the student fee with the total number of Units of Competency. The refunded amount is determined by the number of Unit of Competency not commenced. In addition, RCC will retain an administration fee of \$250.00 which will be deducted from the overall fee refund amount.

In the event where Credit Transfer or RPL is applicable and modification has been made to the student fee, a pro-rated refund is provided on the amended amount.

Student Withdrawal

Withdrawing from a qualification is not an ideal situation, however RCC understand that it can be necessary under certain circumstances. If you find yourself in a position where you need to withdraw from your qualification or course, we kindly request that you inform the RCC in writing as soon as possible. For those enrolled in a government traineeship, it becomes your responsibility, or that of your employer, to promptly notify your Australian Apprenticeship Centre about the withdrawal.

If you are on a payment plan, fees will continue to be deducted in line with your agreed payment to cover any outstanding delivery and assessment fees. Until final payments are made no credentials will be issued.

Any decision regarding the repayment of outstanding course fees will be at the discretion of RCC in line with this Policy.

Deferral

Deferral of course enrolment will be considered on an individual basis, such as serious illness or injury or bereavement of close family members. Supporting documents such as medical certificates, may be required. Please contact your Student Support Coordinator to discuss any requests to defer your course.

If your request to defer is approved, any fees already paid will be retained and applied to the units remaining from your agreed return to training date. RCC's non-refundable Course Administration Fee of \$250 will apply. Return to training will be dependent on availability of classes.

Payment Arrangements

Payment arrangements align to courses and may vary depending upon factors such as length of course, student cohort or government contract guidelines.

If RCC's requirement that where course fees, administrative or other charges apply, students must pay these items by the commencement of a course unless a payment plan has been arranged.

Protection of Fees Paid in Advance

To provide protection to students' fees, RCC will not at any time accept student contribution fees paid in advance of more than \$1,500 from individual students. This policy is in line with requirements under the National Standards for Registered Training Organisations clause 7.3.

Fee Payment Options

RCC offers a range of payment options including payment plans which can be paid using Visa, Mastercard or EFT payments. Speak to the Student Administration Team to find out more about RCC's payment options.

Payment Plans

Payment plans are only available for fees or student contributions of \$500 and over. The first instalment will include a \$250 non-refundable administration fee is payable at the time of enrolment.

All payment plans are subject to completion of Student Payment Plan and acceptance of its Terms and Conditions. It is recommended that you keep a copy of the Terms and Conditions at the time of signing. The payment plan can only be approved by the Operations Manager in line with the RCC delegations.

Recovery of Outstanding Fees

Students must pay all fees and charges by the due date specified on their quote or student payment plan. Failure to pay fees and charges may result in any or all the following until the student pays the full amount:

- Suspension from attending or participating in the course
- Exclusion from assessment activities
- Withholding of certification documentation
- Withdrawal from course
- Exclusion from any future enrolments at RCC

RCC may refer fees and charges remaining unpaid after 60 days from the due date to a debt collection agency.

Enrolment is confirmed on payment of course fees or approval of a payment plan by the Operations Manager. Receipts are issued by email when payment is received.

Students, employers or associated third parties are required to pay their course fees in full by the conclusion of the course. AQF certification documentation is issued to a student within thirty (30) calendar days of the student being assessed as meeting the requirements of the training product, if the training program in which the student is enrolled is complete, and providing all agreed fees the student owes to the RTO have been paid.

Complaints, appeals and feedback

RCC is committed to providing high-quality service to all students. To achieve this standard, we seek your feedback to continually improve our services.

Complaints

RCC has a formal complaints procedure which is detailed in a separate policy

This policy is available to all students and employees to ensure that concerns and complaints are handled objectively and in a structured manner. This policy is available from all RCC location and printed within reception. More information is available by phoning 1800 000 212 or visiting our website www.riverinacc.edu.au

Appeals

An appeals and reassessment process are an integral part of all training and assessment pathways leading to a nationally recognised qualification or Statement of Attainment under the Australian Recognition Framework. RCC's time period for acceptance of assessment appeals in 28 days after the student has been issued with the results of their assessment. If you wish to appeal an assessment decision, we have some simple procedures to enable us to efficiently resolve the appeal.

Step 1: Please discuss the issue with your trainer. (If you feel uneasy with this option, go to step 2)

Step 2: If you are not satisfied with the outcome of the appeal, please call 1800 000 212 to speak to the appropriate person who will identify the main issues of your appeal and set a course of action to achieve a joint solution. This may include a review of your assessment evidence.

Step 3: If you are still not satisfied with the result you can seek an independent review of the assessment decision. RCC management can advise you of the various external bodies available. You will then be able to decide which one best suit your needs.

Every effort is made to settle the appeal to both the student's (the appellant) and RCC's satisfaction. Each student has an opportunity to formally present his/her case to RCC and is given a written statement of the appeal outcome, including the reasons for the decision.

This may include being heard by an independent person or panel through the Independent Tertiary Education Council Australia (ITECA).

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If, after following the appeals procedure, you are still not satisfied, you may submit a complaint to the Australian Skills Quality Authority (ASQA) by phoning 1300 701 801 or emailing complaintsteam@asqa.gov.au . If you are concerned about fraud or the integrity of the RTO, please contact the ASQA tip off line on 1300 644 844.