

Alexandra Community Hub

Fees and Charges Policy

Policy No: 9

Policy:

Alexandra Community Hub (ACH) will have documented systems to ensure compliance with the Skills First Program Guidelines about Fees and clear information regarding fees, charges and refunds will be provided to all students. This includes the standard hourly fees for government subsidised training and details of any other fees including, but not limited to student services, amenities, goods or material.

Procedure:

Setting Fees

Funded courses

1. A tuition fee is calculated as prescribed by the Skills First Program Guidelines about Fees for Accredited courses and by the ACFE Board for Pre-Accredited courses.
2. Additional charges to cover student amenities and materials may be charged.
3. Concessions fees will apply as prescribed by the Skills First Program Guidelines about Fees for Accredited courses and by the ACFE Board for Pre-Accredited courses and students must produce approved concession card to claim concession. Tuition fees for concession holders undertaking Pre-Accredited courses must not exceed \$50.
4. Students will be informed of the fee breakup including the standard hourly fee in writing.
5. Course fees over \$1500 will not be accepted in advance. Any additional fees will be collected under a negotiated payment plan.

Fee for Service Courses

6. Fees will be calculated to ensure that all costs are recovered.

Payments

7. Payments will be accepted by cash, cheque, credit card or direct deposit.
8. Payment plans may be negotiated. A student may be suspended from the course (at the discretion of the Executive Officer) if the regular payments agreed to are not made.
9. In cases of hardship fees may be reduced or waived in accordance with the hardship checklist.

Unpaid Fees

Any student who has outstanding course fees/debts will not:

10. Be permitted to re-enrol in further courses with ACH
11. Receive a Certificate or Statement of Attainment

Until payment is made or an arrangement has been agreed to by management.

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Refunds

Alexandra Community Hub (ACH) will:

All Courses

12. provide full refunds for any course that is cancelled by ACH prior to commencement.
13. provide full refunds to any student who cancels their enrolment with one weeks' notice prior to course commencement
14. pay all refunds by cheque or electronic funds transfer.

Government Funded Courses

15. provide refunds for any course that is discontinued by ACH as prescribed by the Skills First Program Guidelines about Fees.
16. provide full refunds for any student who cancels their enrolment within 14 days of the finalisation of enrolment.
17. consider requests for refunds made after more than 14 days after enrolment on an individual basis. These requests must be made in writing to the Committee of Management. Should the Committee of Management approve a refund, adjustments will be made, taking into account materials provided and/or returned in good condition, administration, course costs and hardship (if applicable).

Non Government Funded Courses

18. provide a refund of any fees less an administration fee where the student withdraws from the course less than one week prior to commencement.
19. consider requests for refunds after course commencement on an individual basis. These requests must be made in writing to the Committee of Management

GST

20. ACH is required to apply Goods & Services Tax on all courses not defined as "education course" in the Goods and Services Act 1998. All liable courses and programs include GST in the advertised fee.

Related Standards for RTOs 2015

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Related Documents

Guidelines about Fees
Statement of Fees
Hardship Checklist

Related Policies

Finance Policy

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