



THE UNIVERSITY OF
NOTRE DAME
A U S T R A L I A

Procedure:

Fees, Charges and Refunds (VET)

Effective: 30 January 2019

Audience: Students

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Policy Sub-category: Fees and Refunds

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1 PURPOSE

- 1.1** This Procedure sets out processes to ensure that fees, charges and refunds for students undertaking a Vocational Education and Training (VET) course are collected and administered in accordance with relevant legislative and regulatory requirements.

2 RELATED POLICIES AND LEGISLATION

This Procedure should be read in conjunction with the following documents:

- 2.1** *VET Student Loans Act 2016*
- 2.2** *VET Act 1996*
- 2.3** General Regulations, Section 4
- 2.4** Department of Training and Workforce Development *Fees and Charges Policy*
- 2.5** *School Education Act 1999*
- 2.6** *Vocational Education and Training Act 1996*

3 FEES AND CHARGES

- 3.1** All Students enrolled in a VET course with the University are required to pay Course Fees and any Resource Fees, advised at the time of enrolment.
- 3.2** Course fees are calculated on the basis of nominal course hours for each Unit of Competency, and for each student represent a sum of all Units of Competency that the student has enrolled in.
- 3.3** Course fees for students subsidised by Department of Training and Workforce Development (DTWD) will not exceed the maximum course fee prescribed by the DTWD annually.
- 3.4** Course Fees for students deferring their fees through a VET Student Loan (VSL) will not exceed the relevant fee caps prescribed under VET Student Loan requirements.
- 3.5** Course Fees for Fee for Service students will be set annually by the University, and published on the University website and in the Course Guide for the qualification.
- 3.6** Resource Fees cover materials essential to a course and may include, but are not limited to, workshop materials, laboratory consumables and workbooks.
- 3.7** A schedule of indicative course and unit fees is published on the University website, and in the Course Guide for the qualification.
- 3.8** Recognition of Prior Learning is charged according to the same Course Fee structure, less any resource fee applicable to the Units of Competency subject to the Recognition of Prior Learning.
- 3.9** Students are not charged for credit transfer.
- 3.10** Incidental Fees may be charged for goods and services that are not essential to the course, and may include but are not limited to, replacement student cards, security passes and fobs.
- 3.11** Other administrative costs that may be incurred by students such as replacement of Statement of Attainments, Academic Transcripts and Testamurs, and additional printing or photocopying costs will be outlined in the VET Student Handbook.

4 FEE CONCESSIONS

- 4.1 Fee concessions normally apply only to a Course fee and not to resource, additional or incidental fees.
- 4.2 To be eligible for a concession on Course Fees, Students must satisfy one of the provisions below at the time of enrolment:
 - 4.2.1 be a person holding, or a dependant of a person holding at the time of enrolment:
 - 4.2.1.1 A Pensioner Concession Card; or
 - 4.2.1.2 A Repatriation Health Benefits Card issued by the Department of Veterans' Affairs; or
 - 4.2.1.3 A Health Care Card; or
 - 4.2.2 Be a person or dependant of a person in receipt of ABSTUDY or AUSTUDY; or
 - 4.2.3 Be a person or dependant of a person in receipt of the Youth Allowance; or
 - 4.2.4 Be a person or dependant of a person who is an inmate of a custodial institution; or
 - 4.2.5 Be of secondary school age and not enrolled at school.

5 FEE EXEMPTIONS

- 5.1 Secondary School Students, who are enrolled at school, are exempt from Course and Resource Fees if they are enrolled at school, as defined by the *School Education Act 1999*; and are undertaking a VET course.
- 5.2 Students not enrolled at school are exempt from Course and Resource Fees if they:
 - 5.2.1 Are under the care of the Chief Executive Officer of the Department for Child Protection and Family Support; and
 - 5.2.2 Are a secondary school-aged person; or
 - 5.2.3 Are under 18 years of age.
- 5.3 The University may consider applications for a fee waiver in cases where a Student can demonstrate through acceptable documented evidence circumstances of severe financial hardship.
- 5.4 Students enrolled in the Course in Underpinning Skills for Industry Qualifications (USIQ), which is always co-delivered with a vocational qualification, are exempt from course fees.
- 5.5 Students are not charged for Credit Transfer.

6 INTERSTATE STUDENTS AND TEMPORARY RESIDENTS

- 6.1 Students residing in Australian States or Territories outside of Western Australia are charged at fee-for service rates, with no specified maximum.
- 6.2 Persons holding a temporary visa of sub-class 309, 444, 820, 826, or secondary holders of a temporary visa of sub-class 457 will be treated as Australian residents for fee charging purposes and are also eligible for fee waivers and concessions.

7 PAYMENT

- 7.1 Students can select one of the following Payment Options at the time of enrolment:
 - 7.1.1 payment of the full amount of the fees and charges on receipt of invoice;
 - 7.1.2 defer payment through a VET Student Loan, subject to eligibility and acceptance;

- 7.1.3 presentation of a signed authority from an employer, authorising the University to invoice that employer for the student's fees and charges;
- 7.1.4 apply to pay through a Payment Plan using the published application form;
- 7.1.5 apply for a fee waiver on the grounds of severe financial hardship.

7.2 A Student will not be formally enrolled until:

- 7.2.1 Payment is received in full; or
- 7.2.2 A completed VET Student Loan Form has been completed and lodged; or
- 7.2.3 A Payment Plan has been approved in accordance with Clause 8.

8 PAYMENT PLANS

- 8.1** Payment Plans are available for students who are not eligible for a VET Student Loan and who can satisfactorily demonstrate financial difficulty.
- 8.2** Payment Plans are subject to approval by the Campus Registrar and will provide a Student with a minimum of eight weeks from the commencement of a Unit to finalise payment.
- 8.3** An application for a Payment Plan should be made in writing using the approved application form (VET Fee Payment Plan Agreement) available from Finance Officer, Broome Campus prior to, or at the time of, enrolment.
- 8.4** Students approved for a Payment Plan will enter into a legally binding contract with the University to pay their fees according to an agreed schedule.
- 8.5** On approval of a Payment Plan, the student is required to pay the Fee Balance, which includes an establishment fee of \$50.00, in four instalments as follows:
 - 8.5.1 a deposit of 50 per cent of their course fee within 7 days of signing the contract,
 - 8.5.2 three further payments as set out in the contract.
- 8.6** The Student may choose to pay the outstanding amount of the Fee Balance in full at any time without penalty, in which case the contract will automatically terminate.
- 8.7** Students who have fallen behind in their payments will not be enrolled in additional Units unless appropriate arrangements, agreed to by both the student and the University, have been put in place to pay the amount outstanding.

9 VET STUDENT LOANS

- 9.1** VET Student Loans (VSL) is a Commonwealth Government program that enables eligible students to be entitled for a loan up to a capped amount in order to pay fees for eligible courses. Repayment of the loan occurs through the tax system when the Student earns above the minimum repayment threshold prescribed by the Government.
- 9.2** Students who are accepted for a VSL will be required by the Government to demonstrate progress in achieving competency in the units for which they are enrolled.
- 9.3** Students may apply for a VSL online using the Electronic Commonwealth Assistance Form (eCAF) at <https://ecaf.education.gov.au/home>.

10 PENALTIES FOR LATE PAYMENT OR NON-PAYMENT OF FEES

- 10.1** Course fees must be paid by the due date indicated on the invoice.
- 10.2** The University may impose one or more penalties on Students who have unpaid fees. Such penalties include, but are not limited to:
 - 10.1.1 Withholding results
 - 10.1.2 Terminating enrolment
 - 10.1.3 Withholding a Statement of Attainment
 - 10.1.4 Withholding of an Award for completion of the course
 - 10.1.5 Postponement of graduation.

11 WITHDRAWAL

- 11.1** Prior to formally withdrawing, Students are encouraged to speak to relevant Trainer and Assessor to discuss options such as transferring to another course, or accessing additional support to complete the course.
- 11.2** Students must withdraw from a course by completing and submitting the published VET Withdrawal Form in order to be eligible for a refund of fees and charges and to re-credit any VSL debt.

12 REFUNDS

- 12.1** A Student wishing to apply for a Refund may do so by withdrawing from the course in writing and completing:
 - 12.1.1 A *VET Withdrawal Application and Refund Request Form*, or
 - 12.1.2 an *Application to Re-credit a FEE HELP Balance VET Student Loans Form* where the Student has been approved under the VSL Program and lodging the relevant Form with the Fees Office.
- 12.2** Full refunds will be granted in the following circumstances:
 - 12.2.1.1 A Course or Unit of Competency is cancelled or rescheduled to a time that is not suitable to the student;
 - 12.2.1.2 A Student is not given a place in a Course or Unit due to the maximum number of places being filled.
- 12.3** Students enrolled in a Certificate II, Certificate III or Certificate IV qualification who have withdrawn correctly and prior to the published Census Date will be eligible for a full refund of course fees and 50 per cent of any resource fee paid.
- 12.4** Students enrolled in a Diploma qualification are eligible for a full refund of course fees and any resource fees paid if they have withdrawn correctly and prior to the published Census Date.
- 12.5** A student may apply in writing for a refund to the Campus Registrar due to Exceptional Circumstances that are beyond the student's control. A student must provide documentary evidence with their Application such as a medical certificate, letter from their psychologist,

social worker or Priest/Minister demonstrating the Exceptional Circumstances. Applications are assessed on a case by case basis.

- 12.6** If the Exceptional Circumstances are accepted by the Campus Registrar, he or she may approve a pro-rata refund for a non-VET Student Loan (Non VSL) student at any point in the Course.
- 12.7** Students who have applied for a refund will be advised in writing of their eligibility and the amount to be refunded.
- 12.8** On approval of the application and receipt of all required information, refunds will be paid within 20 working days using electronic funds transfer to a bank account nominated by the Student.

13 RE-CREDITING VET STUDENT LOANS

- 13.1** Eligible Students who have withdrawn after the published Census Date may apply to have their VSL balance re-credited due to Exceptional Circumstances by completing the Application to Re-Credit a VET Student Loans Balance Form and submitting this, together with acceptable documentary evidence demonstrating the Exceptional Circumstances to fees@nd.edu.au.

14 APPEALS

- 14.1** If a Student considers that the University has not honoured its refund procedure, or not all relevant information has been taken into account, the student may appeal the decision in accordance with the *Procedure: (VET) Student Appeals*.
- 14.2** Where an application for re-crediting a Student's VSL balance under section 13 is denied, the Student may apply for a review of the decision through the Administrative Appeals Tribunal, in accordance with the *VET Student Loans Act 2016* and associated *VET Student Loans Rules 2016*.

15 SUPPORTING DOCUMENTS

- 15.1** Guideline: Setting Student Tuition and Other Fees
- 15.2** VET Fee Payment Plan Agreement Application Form
- 15.3** Application for Retroactive Withdrawal
- 15.4** Application to Re-credit a FEE HELP Balance (VET Student Loans)
- 15.5** VET Withdrawal Application and Refund Request Form (NonVSL)
- 15.6** VETiS Withdrawal Application Form
- 15.7** Withdrawal Application Form - VET Student Loans
- 15.8** Severe Financial Hardship Application Form
- 15.9** VET Student Handbook
- 15.10** Process Guide: Withdrawal – VET Student Loans
- 15.11** Process Guide: Withdrawal from a VET Course (non VSL)

16 DEFINITIONS

For the purpose of this Procedure, the following definitions apply:

Course Fees is the sum of fees for all Units of Competency that a student enrolls in.

Credit Transfer means recognition of the same Unit of Competency that an applicant has successfully completed at a recognised Registered Training Organisation (RTO).

Exceptional Circumstances are those that are beyond a Student's control and do not have a full impact on a Student until after the Published Census Date. Exceptional Circumstances may include, but are not limited to: serious illness, injury or disability which prevents student from attending class or completing their program of study.

Incidental Fees means those fees that may be charged for goods and services that are not essential to the course, and may include but are not limited to, student cards and security passes and fobs.

Published Census Date is the date on which a student's enrolment is finalised for a VET Student Loan eligible course and applicable fees and charges are incurred, as listed on the University's website at <https://www.notredame.edu.au/study/vet/helpful-information/census-dates>.

Resource Fees means fees charged to cover materials essential to a course and may include, but are not limited to, workshop materials, laboratory consumables and workbooks that are consumed or transformed by students in the course.

VET Student Loans means the Australian government loan program to assist eligible students enrolled in approved higher level vocational education and training (VET) courses to pay all or part of their tuition fees (that is, the total of Course Fees and Resource Fees).

Version	Date of approval	Approved by	Amendment
1	1 April 2014	VET CEO	Effective date
2	30 January 2019	Vice Chancellor	Updated Guideline to Procedure to include process summary, to reflect current DTWD policy, and to reference VSL.

17 PROCESS SUMMARY

Process Step	Responsibility
<p>Publishing Fees</p> <ul style="list-style-type: none"> A schedule of course and resource fees is published on the University website, and in the Course Guide for the qualification Students receive an invoice for their fees prior to formal enrolment 	<p>VET Administration with Fees Office Fees Office</p>
<p>Payment of Fees prior to Enrolment</p> <ul style="list-style-type: none"> A Student will not be formally enrolled until: <ul style="list-style-type: none"> Payment of course and resource fees is received in full; or A completed VET Student Loan Form has been completed and lodged; or A Payment Plan has been approved. 	<p>Student</p>
<p>Refunds</p> <ul style="list-style-type: none"> Withdraw from course or Unit prior to published Census Date using relevant Withdrawal Form Complete Application to Re-credit a FEE HELP Balance (VET Student Loans) or VET Withdrawal Application and Refund Request Form (Non VSL) Submit form to Fees Office Assessment of application and advice provided to Student of refund amount Refund remitted within 20 working days of approval of application and receipt of all required information 	<p>Student Student Campus Registrar Fees Office Fees Office</p>
<p>Re-crediting VET Student Loans</p> <ul style="list-style-type: none"> Eligible Students who have withdrawn after the published Census Date may apply to have their VSL balance re-credited due to Exceptional Circumstances by completing the Application to Re-Credit a VET Student Loans Balance Form and submitting to fees@nd.edu.au. 	<p>Student</p>
<p>Appeals</p> <ul style="list-style-type: none"> If a Student considers that the University has not honoured its refund procedure, or not all relevant information has been taken into account, the student may appeal the decision in accordance with the <i>Procedure: (VET) Student Appeals</i>. Where an application for re-crediting a Student's VSL balance is denied, the Student may apply for a review of the decision through the Administrative Appeals Tribunal, in accordance with the <i>VET Student Loans Act 2016</i> and associated <i>VET Student Loans Rules 2016</i>. 	<p>Student Student</p>