

# Student Fees and Charges Procedure



## PURPOSE

MADEC is committed to providing students access to training services that are competitive and at a reasonable cost. MADEC sets and collects fees and charges for its services and facilities, including providing tuition fee concessions and payment plans to eligible students in accordance with relevant regulatory, contractual and business requirements.

## SCOPE

This policy applies to fees and charges applicable to the provision of training delivery including students undertaking training under relevant government training contracts and students paying full fees.

## RESPONSIBILITIES

The Director - Training Services has overall responsibility for ensuring compliance with this procedure.

## DEFINITIONS

Accredited Program	Programs which provide state and/or national recognition in accordance with the Australian Quality Framework
Amenities Fee	A compulsory non-academic fee for some training programs for the purpose of providing services and facilities to students.
Eligible Student	An individual who meets the criteria for subsidised training through the VIC Skills First or SA Government Accredited Training Program as specified in the VET funding Contract.
Full Fees	A fee charged on a full cost recovery basis. This fee may be due to not being eligible for a government subsidised place or the course is non-accredited.
Materials Fee	A fee charged that covers the cost of items such as class materials, textbooks, learner guides, resources and other incidentals that are kept by the student as their personal property.
Tuition Fees	A fee set by MADEC which is calculated based on a defined hourly rate. The rate will vary according to the level of government subsidy, if any.
Evidence of Concession	Current and valid evidence of an individual's entitlement to concession tuition fees

## GENERAL REQUIREMENTS FOR CALCULATION OF FEES

### Victoria

- MADEC will publish on its website the standard tuition fee payable for each enrolment in a course and all other fees associated with Victorian Skills First Program government funded training.
- Prior to enrolment, eligible students must be supplied with a Statement of Fees. The Statement of Fees must provide prospective students with a quote for the total cost to them, taking into account their current circumstances (including and eligibility for concession).

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## South Australia

- If a course is listed as “FEE FREE on the SA Subsidised Training List (STL)” this indicates that the course is fully subsidised and no Participant Course fee can be charged. Only those courses designated on the STL as Foundation Skills Courses are fee free.
- Subsidy levels are premised on the principle of co-investment i.e. that in addition to the subsidy, there will be a financial contribution for the training in the form of a Participant Course Fee paid to MADEC by the participant, the employer of a Participant, or some other person or body. The Participant Course Fee cannot be paid or waived by MADEC.
- MADEC must record it accurately in the creation of a training account and must retain evidence of the collection of the fee.
- In accordance with ATSA, MADEC must publish full and accurate information on Participant Course Fees, and any Incidental Fees. MADEC must not charge additional fees such as administration or enrolment fees.
- MADEC must not charge Participants a full fee for service fee upfront and then reimburse the Participant with the subsidy when it is received.
- MADEC may not collect a Participant Course Fee for Foundation Skills (FSK) Courses or Bridging Units sourced from the Foundation Skills training package or from Participants entitled to an exception (participants over the age of 16 and who are, or have been, under Guardianship of the Minister).

## **PROCEDURE**

Tuition fees and other fees associated with training delivery will be charged in accordance with relevant regulatory, contractual and business requirements.

Other course fees for subsidised and non-subsidised training will be set as necessary to recover costs associated with the delivery of the training such as an amenities fee and materials fee.

Fees will only be calculated and charged for the hours in which the student is enrolling that will be undertaken in that enrolment period.

Victorian and South Australian course fees are set out clearly in MADEC’s Course Pricing Schedule which is publicly available via the MADEC website.

MADEC will ensure that fees and charges are collected and administered in accordance with the provisions of applicable legislative and contractual requirements.

## **CONCESSION FEES**

Students claiming a concession must provide evidence they are eligible for the concession at the time of enrolment, otherwise full fees will be charged. The concession fee is calculated as per the current funding contract in each State.

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In Victoria Concession fees are not available for students enrolling into Diploma or Advanced Diploma courses.

If an individual who was previously eligible for a concession becomes ineligible for the concession before the completion of the hours for which they have paid tuition fees, this does not affect the tuition fees payable for the enrolment.

Prior to the commencement of training, MADEC must sight and retain (electronically or in hard copy) copies of all documentation demonstrating an individual's eligibility for the fee concession granted by MADEC for audit or review purposes and to meet the record keeping requirements of the Guidelines. Where a concession card is presented via a Digital Wallet through a Centrelink Express Plus mobile application, MADEC must sight and authenticate the card by viewing the card directly through the Centrelink Express Plus mobile application on the cardholder's mobile device. These cards may not be sighted via a screen shot of the card that is emailed or otherwise produced.

MADEC must report to the Department all fee concessions granted by the RTO via AVETMISS data submission.

Valid Concession evidence:

- a. Health Care Card issued by the Commonwealth;
- b. Pensioner Concession Card; or
- c. Veteran's Gold Card; or
- d. an alternative card or concession eligibility criterion approved by the Minister for the purposes of these Guidelines

MADEC must retain a copy of the relevant concession card.

- In hard copy or electronically scanned copy where a physical card is presented; or
- Its equivalent record as extracted from Centrelink confirmation eServices; or
- Where the concession card is presented via a Digital Wallet through a Centrelink Express Plus mobile application, of which a copy is not possible, the trainer or administration staff must make a written declaration and attach it to the students file stating that the digital concession card has been sighted. (declaration as per concession status on enrolment form).

Calculation of concession reimbursement must be reviewed annually by the RTO Compliance and Administration Manager against relevant funding contract guidelines for each State.

## **Tuition Fee Waivers/exemptions**

MADEC must allow tuition fee waivers/exemptions in accordance with the Current Guidelines in each State.

Prior to the commencement of training, MADEC must sight and retain copies of all documentation demonstrating an individual's eligibility for the tuition fee waiver/exemption granted by MADEC for audit or review purposes and to meet the record keeping requirements of the Guidelines.

## **PAYMENT**

Students have the option of paying by instalment either directly from their own bank or by Centrepay from their Centrelink payments. The relevant forms must be completed and also a MADEC Payment Plan. A \$100 deposit is required at time of enrolment, refer: Payment Plan Procedure.

Alternatively, a payment may be made at the time of enrolment, up to the value of \$1,500. For fees above \$1,500 sequential invoicing is to be conducted accordingly to ensure there is to be no more than \$1,500 of un-earned revenue per student taken at any given time against the end date of their course.

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**Third Parties are not permitted to enter into a payment plan with MADEC unless the fee exceeds \$1,500 in which case the fee will be invoiced monthly at \$1500 per invoice until full amount has been invoiced to client.**

## **CONSUMER RIGHTS:**

Individuals are protected under Australian Consumer Law. This includes the provision of a 10 day cooling-off period in circumstances of an unsolicited consumer agreement.

refer: <https://www.consumer.vic.gov.au/library/publications/businesses/fair-trading/australian-consumer-law-for-training-providers-and-marketers-factsheet.doc>

## **REFERENCES**

Standards for Registered Training Organisations 2015  
2023 Standard VET Funding Contract Skills First Program  
Guidelines about Fees – Skills First Program (version 1.0)  
South Australian Training Service Funding Agreement Contract  
South Australian 2023 Training Fee Framework  
Consumer Affairs Victoria

## **Custodian**

Director - Training Services