Fees and Charges Policy

Purpose

College of Sports & Fitness (CSF) is entitled to charge fees for services provided to students undertaking a course of study and for other services the college may provide. These charges are generally for items such as tuition fees, enrolment fees, course materials, text books, student services and other related training and assessment services. The transparency, governance and management of fees and charges are integral to financial transparency and ensuring students’ rights and responsibilities are fully explained and maintained.

The following policy outlines CSF’s Fees and Charges Policy identifying processes and systems for financial transparency and maintenance of student’s rights and responsibilities. The policy outlines the roles and responsibilities of both staff and students and the expectations of each and should be read in conjunction with CSF’s Refund Policy.

Scope

CSF’s Fees and Charges Policy applies to staff (general staff, vocational educators and contractors), students and employers.

Definitions

Fees and Charges
For the purpose of this policy, fees and charges are defined as monies CSF is entitled to charge for services provided to students undertaking a course of study and for other services CSF may provide.

Concession fees
Concession fees are discounted fees for disadvantaged students. Evidence of eligibility is requested on application.

Credit Transfer
Credit transfer is a process that provides students with agreed and consistent credit outcomes for components of a qualification based on identified equivalence in content and learning outcomes between matched qualifications. Credit transfer is a process that provides credit for a unit of competency previously achieved.

Deferment
Students defer their studies by either delaying commencement or taking time out before completing their course.

Fee-Free Scholarships
The NSW Government’s Smart and Skilled Fee-Free Scholarships apply from 1 July 2015. Available for people aged 15-30 who meet the Smart and Skilled criteria and are concession-eligible may apply for a government subsidy which covers their Smart and Skilled course fee.
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Severe financial hardship: A financial situation where an individual is unable to meet the costs of daily living if they were to pay an enrolment fee either up front or through a payment plan.

Government subsidised program: A program where the Department of Education subsidises the students course fees. Students are required to pay an enrolment fee. Fees are predetermined by NSW DEC (eligibility criteria applies).

Recognition of Prior Learning (RPL): Recognition of Prior Learning (RPL) means an assessment process that assesses the competency/s of an individual that may have been acquired through formal, non-formal and informal learning to determine the extent to which that individual meets the requirements specified in the training package or VET accredited courses.

Student: A person enrolled or engaged in the application process.

Responsibilities

- Managing Director and Campus Manager: Responsible for the transparency, governance and management of fees and charges. Ensure student’s rights and responsibilities are fully explained and maintained.
- For Government subsidised programs conducted in NSW, fees are listed in the NSW Department of Education and Communities Smart and Skilled: 2016 Prices, fees and subsidies.

Policy

CSF applies a systematic approach to fee collection and the refund of fees. This approach includes:

- Fees Payable
- Notice of enrolment cancellation
- Refund of fees
- Protection of fees paid in advance
- Complaints made in regards to Fees and Charges
1. **Fees Payable**

Fees vary for different training programs. The determination of course fees are dependent on program duration, modality, requirements and commercial viability.

The Managing Director is responsible for approving CSF Schedule of Fees and other charges for enrolling in a training program. As a minimum the Schedule of Fees and Charges includes:

- The total amount of all fees including course fees, administration fees, material fees and any other charges for enrolling in a training program.
- Payment terms, including the timing and amount of fees to be paid and any non-refundable deposit/administration fee.
- The nature of the guarantee given by CSF to honour its commitment to deliver services and complete the training and/or assessment once the student has commenced study.
- Discounts, fee reductions or exemptions available for multiple enrolments, concession card holders, continuing students, group bookings etc.
- Fees and charges for additional services, including such items as issuance of a replacement qualification parchment or statement of results and the options available to students who are deemed not yet competent on completion of training and assessment.

For Government subsided programs conducted in NSW, fees are listed in the NSW Department of Education and Communities Smart and Skilled: 2015 Prices, fees and subsidies[^1]

2. **Replacement of text and training workbooks**

Students who require replacement of issued text or training workbooks will be liable for additional charges to cover the cost of the replacement.

3. **Reissuance of certificates**

Where a student has lost or misplaced an issued certificate CSF will charge the Graduate a fee of $55.00 to reprint/reissue the certificate. Information relating to the reissuance of certificates can be found in the Student Handbook and in the Schedule of Fees and Charges.

4. **Payment of Fees**

To ensure students are well informed of the financial considerations of their enrolment, CSF provides fee information to each student prior to enrolment:

CSF Schedule of Fees and Charges is explained by staff to students/employers on course application and prior to the payment of Fees. The full schedule of fees and charges is also available through the student agreement.

5. **Protecting fees being paid in advance**

CSF acknowledges that it has a responsibility under Standard 7.3 and Schedule 6 to protect the fees paid by students in advance of their training and assessment services being delivered. To meet our responsibilities, domestic students are not required to pay fees in excess of a total of $1500.00.

6. Payment of fees – Financially disadvantaged students

To minimise the financial barriers to vocational education and maximise education related opportunities CSF on request can conduct an individual assessment of a student’s financial capacity to pay enrolment fees. The assessment would include the student providing appropriate evidence. The outcome of a student’s financial assessment can lead to either the waiving of fees, students being charged a concession fee or the utilisation of customised payment plans. Wavering fees may not be applicable due to funding contract requirements.

7. Assessment Attempts

Tuition fees include two assessment attempts. This means if a student is found Not Yet Satisfactory (NYS) for an assessment task, the student can re-submit this assessment a second time without charge. Further assessment attempts will incur a fee of $150 for each assessment re-submission.

8. New South Wales Subsidised Training

NSW Department of Education and Communities Smart and Skilled Fee Administration Policy outlines fee exemptions, concessions, fee-free scholarships and fee adjustments for individuals applying for subsidised training.

8.1 Concession Fees and Scholarships

Concession fees for government subsidised programs are granted in accordance with the relevant funding guidelines. Evidence of eligibility is requested on application. An individual’s eligibility to receive a concession is assessed prior to enrolment.

From 1 July 2015 Smart and Skilled Fee-Free Scholarships are available for individuals that meet Smart and Skilled personal and program eligibility rules and concession-eligibility requirements.

8.2 Fee Exemptions

Individuals who qualify for a fee exemption are;

- Australian Aboriginal and Torres Strait Islander people (student declaration required)
- People with a disability (fee exemption criteria applies)

8.3 Recognition of Prior Learning (RPL) and Credit Transfer

Where an eligible student is granted RPL or Credit Transfer for one or more units of competency, a new student fee is determined.

8.4 Transferring Students

A student may decide to withdraw from subsidised training with another RTO and transfer to CSF. In this situation, the student may end up contributing more towards the cost of training.

8.5 Deferment

A deferment of enrolment may be granted in the following circumstances:

- Extended hospitalisation or illness (minimum 2 weeks), resulting in extended absence from classes supported by a medical certificate.
- Pregnancy/Childbirth (other than in cases of medical complication covered by the above).
- Serious unexpected incidents that would disadvantage the student from continuing their enrolment.
9. Payment Options

In general the following payment methods are accepted:

- Direct deposit, credit card (VISA and MasterCard only), EFTPOS

9.1 Plan

Payment plans are available and explained to students prior to the course deposit being administered. Please see student services for further detail.

Where a student chooses to use a Payment Plan for Government subsidised programs they are required to pay a 20% deposit of the course cost on enrolment.

9.2 Payment terms

Payment terms are determined prior to course/program commencement.

Students will not be permitted to commence training until a minimum of 20% deposit of enrolment fees has been paid (unless fee exemption eligibility applies).

Confirmation of enrolment in the selected program and its subsequent training is only to occur after the deposit has been paid. Once a deposit has been taken the student must pay the remainder of fees prior to course completion. Certificates will not be awarded until the reconciliation/settlement of fees has occurred.

9.3 Consequences for failure to pay course fees

Where a student/employer has failed to pay scheduled Fees training will be discontinued and/or the qualification award withheld until payment of fees has occurred.

9.4 Notice of enrolment cancellation

CSF staff that are approached by a student expressing an intention to cancel their enrolment are to ensure the student understands their rights with regards to the refunding of tuition fees and the student’s requirement to pay out all outstanding fees. The student is also to be advised of other options such as deferring the enrolment and re-commencing in another scheduled training program. Disclosure of discussion is documented on either the students application form or within the Student Management System. Please refer to CSF’s Refund Policy for more information regarding deferment.

A student who wishes to cancel their enrolment must provide CSF a minimum of seven (7) days’ notice by completing the Refund/Withdrawal/Deferment Request form

10. Refunds

CSF has a separate policy, which describes the circumstances in which a refund may be available to students. Please refer to CSF’s Refund Policy for more information.