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Preamble
Kiama Community College Inc. is committed to the application of a fair and reasonable fees and refund policy. Through the application of this policy, the College makes prospective students and clients aware of College’s fees, charges and refund arrangements before accepting enrolment.

Scope
This policy applies to fees, charges and refund that relate to the College’s provision of education and training. The policy applies to students undertaking training with government subsidies, student and clients paying full fees and students paying concession fees.

Notification of Fees and Charges

Fee-for-Service Courses
Student fees are kept as low as possible to cover course costs such as co-ordination, tuition, venue hire, insurance and other costs. The College advises fees and any additional charges and resource costs in course promotional materials for its fee-for-service programs. Promotional materials may include Course Guides and information packages, the College’s website, quotes and pre-course invoices.

Smart & Skilled Subsidised Courses
Under the NSW Government’s Smart and Skilled Program, a student contributes towards the cost of training through the payment of a student fee. Fees and charges for courses can be located on the College website and via the Smart & Skilled website and will ensure that students are aware of these costs prior to enrolment.

Other Subsidised Programs
For all other government subsidised training programs, the College will advise each student of any subsidy the government provides, additional fees incidental expenses and other charges that apply to the study program before the student enrols. Where an employer is supporting an employee’s enrolment, the College will also provide this information to the employer.

Fees and Charges

Course Fees
The college determines course fees for its fee-for-service training provision. For government subsidised programs, the program contract may stipulate the fees that a student is to pay.

Smart and Skilled Fees
Students enrolling with Smart and Skilled subsidies must pay the relevant fee as set out in the NSW Skills List. The College will calculate the relevant fee using the Smart and Skilled Provider Calculator, the student’s eligibility criteria and any applicable Recognition of Prior Learning and Credit Transfer arrangements.

Fees will be calculated based on student’s personal circumstances which will determine the student’s eligibility for a subsidised course, concession fees or sometimes even exemption of fees.
Personal circumstances that are taken into consideration when levying fees include but are not limited to:

- Any Prior qualifications
- If the student is undertaking an Apprenticeship/Traineeship
- Eligibility for concession fees
- Eligibility for fee exemption
- Credit Transfers
- Recognition of Prior Learning
- Continuing Student from previous calendar year
- Deferral

**Smart and Skilled Adult and Community Education (ACE) Community Service Obligation (CSO) Program Fees**

Students enrolling with Smart and Skilled ACE CSO subsidies must pay fees set under Smart and Skilled conditions. The College will calculate the relevant fee using Smart and Skilled ACE CSO Operating Guidelines, the student’s eligibility criteria and any applicable Recognition of Prior Learning and Credit Transfer arrangements.

**Fees for Other Subsidised Programs**

Students enrolling with any other subsidy must pay any fees that the relevant funding body sets out in its guidelines.

**Other Incidental Expenses**

There may be some incidental expenses of a personal cost to a student over and above the student fee. These costs may include but are not limited to:

- Essential equipment that can be obtained by Kiama Community College or another provider eg Make-up kit
- Field trips and food/transport associated with attending the necessary field trip
- Textbooks the student requires to undertake their qualification and is retained by the student at the completion of their qualification

Student will be advised in advance of the course commencement any additional costs that a student will or may incur.

**Concessions & Exemptions**

**Fee-for-Service Concessions**

The College offers a 10% concession for all courses (excluding subsidised courses) for students who hold a Health Care Card.

**Smart and Skilled Fee Concessions**

Students who are eligible for a concession fee include Commonwealth welfare recipients or a dependant child, spouse or partner of a Commonwealth welfare recipient. Students seeking a concession must provide the following proof of eligibility:
A letter from the Department of Human Services (Centrelink) confirming receipt of the benefit clearly showing the Centrelink Reference Number (CRN); or

- A current concession card that shows the CRN; or
- A current Centrelink income statement which clearly shows the benefit or allowance category and the CRN; or
- Any other evidence that clearly shows the CRN and the benefit or allowance category; or
- For people applying for Austudy or Newstart allowance, an approval letter from Centrelink that shows the CRN and indicates the commencement date of their benefit is within two weeks of their enrolment or two weeks within the date of the first class attendance or participation in training.

**Smart and Skilled Fee Exemptions**

Students who qualify for a fee exemption for Smart and Skilled subsidised courses are:

- Australian Aboriginal and Torres Strait Islander People
- People with a disability (that is people who meet the disability fee exemption criteria, including the dependent child, spouse or partner or a recipient of a Disability Support Pension).

Australian Aboriginal and Torres Strait Islander students must meet the Smart and Skilled personal and program eligibility criteria.

A student with a disability must declare their previous enrolments in a Smart and Skilled qualification in a calendar year.

**Adult and Community Education (ACE) Community Service Obligation (CSO) Program Concessions and Exemptions**

Fee concessions will be available for students who are Commonwealth welfare recipients and their dependents.

Aboriginal and Torres Strait Islander students will not pay a fee to enrol in an ACE CSO program.

Students who meet the Smart and Skilled disability definition will not pay a fee for the first ACE CSO program they commence in a calendar year. A concession fee will apply for any subsequent training program where the student commences in the same calendar year. These fees will also apply for a dependent of a Disability Support benefit holder.

**Credit Transfer (CT) Fees**

This section applies only to fee-for-service enrolments.

There is no fee to submit a Credit Transfer (CT) application. See Student Handbook for full details. Students seeking CT should complete a Credit Transfer Application Form available from reception. Unit codes must match for the College to award CT.

The College will apply a fee reduction for fee-for-service students with successful CT applications. This will reduce the fee for applicable Units of Competency by one hundred percent (100%) of the normal cost for each unit. The College will apply the fee reduction to a student’s second invoice payment for the course. The College will refund the difference between the fee reduction and any fee overpayment by the student, where this occurs.
Recognition of Prior Learning (RPL) Fees

This section applies only to fee-for-service enrolments.

A pre-assessment interview for an RPL application will incur no cost.

If a student wishes to proceed to the next stage ie enrol and formally apply for RPL, a fee of one hundred and fifty dollars ($150) will apply. This fee will cover the cost of supplying the RPL Kit and an assessment of the application.

If the RPL application is successful, the student will be eligible for a fee reduction. The student will be provided with a formal quote to process the RPL application, assess evidence supplied and for the an assessment decision and issuing of statements of attainments or qualifications. Refer to the College’s RPL Policy for further information.

Fees for Recognition of Prior Learning (RPL) and Credit Transfer (CT) For Government Subsidised Courses

Where an eligible student achieves Recognition of Prior Learning (RPL) or Credit Transfer (CT) for one or more Units of Competency, the College will adjust the qualification price to determine a new student fee according to the program guidelines.

Fees for Repeat Attempts to Complete Units of Competency

Your competency will be assessed if you are enrolled in a nationally accredited course. If you are deemed Not Yet Competent, you will have the opportunity to re-submit your work. A maximum of 2 submissions are permitted.

If you are deemed Not Yet Competent after 2 submissions please discuss your options with your co-ordinator. These Options may involve additional cost and may include:

(a) Re-sit the assessment task a third time at a cost of one hundred dollars ($100); or
(b) Re-enrol in the course or Unit of Competency at the normal enrolment fee; or
(c) Undertake Additional private tuition; or
(d) Undertake career planning with student support officer; or
(e) Review your study options and discuss with trainer/co-ordinator/student support officer; or
(f) Withdraw from the course.

Charges for Issuing Embedded Qualifications

In some cases, a qualification may include all of the units of competency required to complete a lower level qualification. If a student wishes to be issued with a Certificate for the lower level qualification in addition to the higher one they enrolled in, Kiama Community College Inc will charge an administration fee of $55 to produce the additional Certificate.

Fees for Statement of Attendance & Replacement Certificates

The College will issue a Statement of Attainment or Qualification Testamur (including a Record of Results) to students who complete accredited training at no additional cost.

Replacement Documents: if a student requests a replacement document following the first issue, a fifty five dollar ($55) replacement fee applies for each Statement of Attainment or
Qualification Testamur (including Record of Results). To obtain a replacement, the student should contact College reception.

**Non-Accredited Training Statement of Participation:** a Statement of Participation is available for students seeking a record for non-accredited course attendance. A student may request a Statement of Participation at the time of enrolment or within twelve (12) months of course completion. The fee is fifteen dollars ($15) per individual certificate (unless course documentation indicates that the course fee includes a Statement of Participation).

Students must maintain eighty percent (80%) attendance to be eligible for a Statement of Participation. Students who request the Statement after course completion must contact the College reception. Payment for the Statement applies at either the time of enrolment or on application.

**Confirmation & Receipt**
Enrolment is confirmed on payment of fees. Receipts are issued immediately where enrolment is made in person. For phone and mail enrolments receipts are issued at the first class or may be posted where a self addressed, stamped envelope is supplied.

**Discontinuing Students**

**Withdrawal Without Penalty**
Kiama Community College will advise the student of the “withdrawal with no penalty” cut-off date, so the student is aware of the last day in which they can withdraw from training and be refunded any fees paid at enrolment.

**Withdrawal After The Cut-off Date Without Penalty**
Where the student withdraws from training after the cut-off date, Kiama Community College will provide the student with a Statement of Fees that includes all fees applied and any fees refunded, if applicable.

**Fee Refunds**
The College will refund all or part of a student’s course fees if:

- students cancel more than 7 days prior to course commencement – full refund
- The College cancels a course for any reason
- A student withdraws before the cut-off date for withdrawal without penalty
- The Training Service Manager determines that course delivery did not meet the reasonable expectations of the student
- A student re-enrols only to repeat a unit or module with a not-yet-competent result and the student subsequently successfully appeals the original decision
- The College agrees that the student has medical, hardship or other extenuating circumstance preventing their attendance
- A student has overpaid the course fee
- The College has granted Credit Transfer (CT) or Recognition of Prior Learning (RPL) after enrolment and the fee recalculation is lower than the fee the student has already paid.
For any other circumstances, **Courses up to $1000** there will be no refund.

For **Courses over $1000**, if the proportion of course fees paid exceeds the proportion of course sessions delivered (at the point of notification of withdrawal) a refund will be paid for this excess amount. However, a $492 administration fee will apply.

Where possible, and where it is the student’s preference, enrolment in an alternative course of equal value to the refund amount can be provided instead of a refund.

**Deferrals**
Deferral of course enrolment will be considered in special circumstances. These could include, but are not limited to serious illness or injury or bereavement of close family members. Supporting documents may be requested e.g. medical certificate. Please contact the College to discuss your circumstances.

**Transferring between Providers**
A student may withdraw from a qualification and transfer to another Registered Training Organisation to complete their qualification.

**Transferring of Own Accord**
If the student transfers to Kiama Community College of their own accord, standard credit transfer rules will apply with calculating the student fee. The student must obtain a Statement of Attainment from the initial provider so Kiama Community College can determine what credit to be granted. Then the student fee can also be calculated correctly.

If a student Transfers out to another provider, Kiama Community College will provide the student with a Statement of Attainment listing the competencies that the student has gained, a statement of fees (for Smart & Skilled courses) and an up-to-date training plan.

**Transferring Due to Provider Closure or Contract Termination**
If the student transfers to Kiama Community College Inc. from another Smart & Skilled provider that has lost their contract or that has closed, the student will not be charged an excess fee above the total fee that was quoted to the student by the initial provider. For Smart & Skilled courses, where the combined fee looks like exceeding the original fee quoted, Kiama Community College Inc. will contact the Department of Education to confirm the fee to be charged before enrolling the student and the gap will be paid by the Department.

The transferring student will need to provide to Kiama Community College a statement of attainment, a statement of fees (for Smart & Skilled courses) and an up-to-date training plan issued by the previous provider. If the provider has closed and the student cannot obtain these, we will contact the Department for assistance.

**Payment Arrangements**
Payment arrangements align to courses and may vary depending upon factors such as length of course, student cohort or government contract guidelines.
It is a College requirement that where course fees, administrative or other charges apply, students must pay these items by the due date. This requirement applies irrespective of the availability and receipt of government subsidies by an employer, school, or student.

**Fee Payment Options**

Kiama Community College Inc. offer a range of payment options including periodic payments, cash, cheque/money order (made payable to Kiama Community College), Visa, Mastercard, direct debit. Please contact Reception for full details.

**Recovery of Outstanding Fees**

Students must pay all fees and charges by the due date. Failure to pay fees and charges may result in any or all of 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
- Termination of the enrolment
- Exclusion from any future enrolments at the College.

The College will remind students who fail to pay fees of their obligation to do so and of the possible consequences of non-payment.

The College may refer fees and charges remaining unpaid after ninety (90) days from the due date to a debt collection agency.

**Fee Protection Mechanisms**

Kiama Community College Inc. complies with the VET Tuition Assurance requirements under the *Higher Education Support Act 2003* through current membership of the Australian Council for Private Education and Training (ACPET) Australian Student Tuition Assurance Scheme.

This is to protect students in the event we cease to provide a VET course of study in which a student is enrolled. For full details, please refer to our Statement of VET Assurance available from Reception upon request.

**Completion Guarantee**

The College is committed to making every reasonable effort to ensure that when students enrol with the College they can complete their study program. The College will only commence a course when there are sufficient students enrolled for the course to be viable. Should the College decide to cancel a course due to limited enrolments, the College will return all prepaid fees for that course to students.

Once a course commences, the College guarantees to complete the course within the period advertised. Where circumstances arise beyond the College’s control, that force the College to discontinue the course, the College guarantees that it will:

- Refund any fees a student has paid for modules or units not delivered
• Issue Statements of Attainment for all the work successfully completed and

• Assist the student, to the best of the Colleges' ability, to transfer to an equivalent course with another Registered Training Organisation.

Circumstances beyond the College’s control may include a trainer becoming ill or resigning unexpectedly, the College’s inability to source a replacement tutor or when continuing student numbers fall below viability levels.

**VET FEE-HELP**

VET FEE-HELP is an Australian Government loan scheme that assists eligible students to pay their tuition fees for higher-level vocational education and training courses (at the diploma-level and above).

VET FEE-HELP can be used to pay all or part of an eligible student’s tuition fees when studying with an approved VET provider.

With the VET FEE-HELP loan program, the Government pays your course fees so you can start studying now and pay back the loan later when you are working and earning over a certain amount.

To determine if you are eligible for VET Fee-Help, and for further assistance in applying, please contact Kiama Community College. You will be provided with the [VET FEE-HELP Information booklet](#) and Request for Vet Fee-Help assistance form.

**What are the VET FEE-HELP Fees and Charges?**

No application fees are charged for requesting VET FEE-HELP assistance. In 2015, a 20% loan fee applies to full fee-paying students receiving Vet Fee-Help assistance. The loan fee is included in your VET FEE-HELP debt and will not decrease your VET FEE-HELP loan limit. Subsidised students accessing VET FEE-HELP do not pay the loan fee. No interest is charged to your VET FEE-HELP debt, however, your debt is indexed annually by the Australian Taxation Office (ATO) to maintain its real value. If you do not have a Tax File Number (TFN) you can request one from the Australian Taxation Office.

**VET FEE-HELP Refunds**

In the event of a student withdrawing from a VET unit of study on or before the census date for that unit of study:

• 100% of tuition fees paid for that unit will be refunded to the student; and
• the student will not incur a VET FEE-HELP debt.

In the event of a student withdrawing from a VET unit of study after census date for that unit of study:

• no refund is applicable; and/or
• the student will incur a VET FEE-HELP debt.
Students' Rights to Appeal Decisions

If a student is not satisfied with a College decision about fees or refunds, the student may appeal that decision using the College's Student Grievance Policy. This policy and the availability of complaints and appeals processes do not remove a student's right to take action under Australian consumer protection law.

Compliance

The College's Fees and Refunds Policy and related procedures shall contribute to compliance with the following legislation and regulations:

- Competition and Consumer Act 2010
- Standards for Registered Training Organisations 2015

Further Information

Information regarding student enrolment, roles and responsibilities and student support can be found in the Student Handbook at http://kcc.nsw.edu.au/

Students are encouraged to contact the friendly team at the Kiama Community College to discuss any questions in relation to fee administration.

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