

Fees, Charges and Refunds Policy

1.0 Purpose

This policy describes the rules, roles and responsibilities in relation to the application of course fees and charges, and, the provision of course refunds for Bendigo Kangan Institute students.

2.0 Scope

This policy is applicable to Australian citizens or Australian resident permanent humanitarian visa holders who are enrolled in any course (including VET FEE-HELP enabled courses) offered by Bendigo Kangan Institute (“the Institute”). This policy also applies to management, staff, contractors and service providers.

3.0 References

Education and Training Reform Act 2006 (Vic)

Education Services for Overseas Students Act 2000 (Cth)

Education Services for Overseas Students (TPS Levies) Act 2012 (Cth)

National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2007 (Cth)

Higher Education Support Act 2003 (Cth)

Annual TAFE Funding Contract for Training Services Delivery, and associated guidelines, HESG.

4.0 Principles

Employees and students should have certainty regarding fees, and charges for courses.

The method of deciding whether or not to refund course fee and charges should be clearly stated.

5.0 Policy Statement

Bendigo Kangan Institute is committed to providing students access to education services that are competitive and at reasonable cost, while ensuring the institute’s sustainability in the medium to long term. The institute sets and collects fees and charges for its services and facilities, including facilitating access to subsidies and financial support for eligible students, in accordance with relevant regulatory, contractual and business requirements.

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The following apply to all business activities, and are delivered through various procedures, related to this policy.

Fees and Charges

- Bendigo Kangan Institute will set tuition and other fees associated with government subsidised training in accordance with government funding guidelines.
- Bendigo Kangan Institute will determine other course fees, for subsidised and non-subsidised training, necessary to the fair and equitable recovery of costs associated with the delivery of that training.
- Course fees are set out clearly in a Course Pricing Schedule which is publicly available via the Bendigo Kangan Institute web sites.
- Fees and charges for the hire and use of institute facilities are subject to change.
- There is no concession offered for materials and consumables fees.

Refunds

- Bendigo Kangan Institute will refund course fees paid in given circumstances defined in the Student Fees, Charges and Refund Guidelines, which is publicly available via the Bendigo Kangan Institute web sites and subject to change from time to time.
- Every student is provided with a clear statement of the fees payable, and the conditions under which a refund will be available, prior to enrolment.
- A request for a full or partial refund must be made in writing, clearly set out the reason for the request and be accompanied by relevant supporting documentation.

VET FEE-HELP Enable Course Refunds

- In the event of a student withdrawing from a VET unit of study prior to 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.
- Refunds will be made within 28 days of the census date of the VET unit of study to which the withdrawal applies.

Special Circumstances

A student who withdraws after the census date for a VET unit of study may apply for special consideration in line with the Student Review Procedures for Re-crediting a FEE-HELP Balance.

Publication

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This refund policy will be made available to students and prospective students by publication on the Institute's websites.

6.0 Roles and Responsibilities

| Role | Responsibilities |
|--|--|
| Executive Director Learner Experience | Compliance with regulatory and legislative requirements for fees, charges and refunds management. |
| Registrar | Development and implementation of appropriate fees, charges and refunds management procedure and supporting guidelines |

7.0 Definitions

| Word/Term | Definition |
|-------------------------|---|
| Part Payment Plan (PPP) | A Part Payment Plan is a credit arrangement where the total cost of an enrolment, plus any applicable fees and charges, is paid for in regular instalments over the length of the course. |
| Tuition fees | A fee set by the institute which is calculated based on a defined rate. The rate will vary according to the level of government subsidy, if any, and the category or qualification level of the course. The rate may be a flat amount or a time-based variable. |
| VET FEE HELP | An income contingent loan provided by the Australian government, available to students undertaking Diploma, Advanced Diploma and selected Certificate IV courses for full or partial payment of their tuition fees. |
| Census date | <p>A census date that is no earlier than 20% of the way through a VET unit of study will be set by the Institute for each VET unit of study. The Institute will ensure that all students are informed of the census date for each VET unit of study in the manner and by the date prescribed in the VET Administration Guidelines.</p> <p>The census date is the last day for an eligible student to:</p> <ul style="list-style-type: none"> • submit a Request for Commonwealth assistance form to access a HECS loan (including VET FEE-HELP) to pay for study, or • withdraw enrolment without incurring the fees for that unit. |

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8.0 Supporting Procedures

| Doc ID | Procedure name |
|---------|--|
| IP 3.62 | Student Review Procedures for Re-crediting a FEE-HELP Balance. |

9.0 Version Control and Change History

| Ver. | Approved By | Date Approved | Issue Date | Description of Change | Next Scheduled Review Date | Document Owner |
|------|-------------|---------------|------------|---|----------------------------|--|
| 1.0 | Board | 27/10/2014 | 04/12/2014 | The content of this policy originated from Bendigo TAFE POL 500 Fees, Charges and Refunds Policy. | 31/12/2015 | Executive Director Learner Experience |
| 2.0 | N/A | | 02/03/2015 | Editorial change: Removal of logos from template | 31/12/2015 | Executive Director Learner Experience |
| 2.1 | CEO | 21/04/2016 | 24/05/2016 | Incorporated VET FEE-HELP refunds into policy, updated responsibilities | 24/05/2018 | Executive Director Learner Experience |

10.0 KI Policy and Procedure Portal / BT BMS Requirements

| Category | Key Words |
|-------------------------------------|-----------|
| Student Administration and Services | |