

## **Fees and Charges Policy and Procedure**

### **Information for Students undertaking publicly funded vocational education and training (VET)**

Communicare Inc advises students prior to enrolment of:

- The fees applicable to the training and/or assessment to be undertaken;
- The organisation's cancellation and refund policy;
- The nature of the organisation's guarantee should it not be able to deliver the training outlined in the agreement with the student.

### **Payment Options**

On enrolment students will take up one of the following options:

- Pay the required upfront fees prior to the commencement of training (Payment of invoices is expected within normal business terms of 14 days);
- Present a signed letter from the employer to invoice that employer for the Course Fees (and other charges as applicable) that relate to that student.
- Complete a Financial Hardship application form.

Students who fail to take up one of the above options will not be enrolled.

If government funded candidates transfer to another RTO then fees collected are subject to applicable state, territory or national legislation governing such arrangements.

For students whose training is entirely covered by government subsidy, and where no fees apply, payment options and refunds will not be applicable (for example, Mentor4U program).

### **Concessions**

Some students who are enrolled in government funded training may be eligible for further concessions. Where further concessions are available, the RTO will review and implement any requirements applicable under state, territory or national legislation governing such arrangements.

The following students are entitled to the concession rate on course fees.

Persons and dependants of persons holding:

- a Pensioner Concession Card
- a Repatriation Health Benefits Card issued by the Department of Veterans' Affairs; or
- a Health Care Card.

- Persons and dependants of persons in receipt of services from the following Commonwealth support or employment services programs:
  - ✓ Workforce Australia; or
  - ✓ ParentsNext
  - ✓ Persons and dependants of persons in receipt of AUSTUDY or ABSTUDY.
  - ✓ Persons and dependants of persons in receipt of the Youth Allowance.
  - ✓ Persons and dependants of persons who are inmates of a custodial institution.
  - ✓ Secondary school-aged persons, not enrolled at school.

For the Workforce Australia, or the ParentsNext program, appropriate evidence of a student's eligibility for concession is a letter from the Commonwealth services provider confirming the student's participation in the program.

If the concession is valid for the full enrolment period, then all eligible units the student enrolls in within that period attract the concession rate. If the concession is valid for part of the enrolment period, then only eligible units the student enrolls in on or after the start date and prior to the expiry of the concession attract the concession rate.

### Financial Hardship

Students enrolled with Communicare Inc may apply for special consideration with regard to their fees if they are experiencing financial hardship.

Financial hardship is defined by Communicare Inc as follows:

*Where a student is unable to discharge their financial obligations because of illness, unemployment or other reasonable cause.*

Any student who would like to apply for an amendment to their fees or payment schedule due to financial hardship will be required to complete a Financial Hardship form. This form is to be completed prior to enrolment with Communicare Inc.

For students who are under the age of 18, their parents or legal guardians will be requested to demonstrate financial hardship.

In making application, the student should include the reason(s) behind their hardship. This may include (but is not limited to):

- receipt of pension / government support
- single carer status
- dependents living with you
- unexpected medical or other health issues, especially if likely to be prolonged
- young person who is refused school entry
- young person (under 25) living independently (with no parental support)
- homelessness
- long term unemployed

- recent loss of job, and enrolment at Communicare Inc for purposes of retraining
- career change required due to reduced physical capacity

Each case is handled individually, and all decisions made are at the sole discretion of the RTO Chief Executive Officer.

The RTO Chief Executive Officer may also, at their sole discretion, devise payment plans for students experiencing financial hardship. It is expected that students will agree to and adhere to the payment plans provided to them.

For the full procedure, please see below.

#### Procedure

1. Student contacts Communicare Inc and expresses an interest in a course offered;
2. Student requests Financial Hardship Form from RTO Administration;
3. Completed form to be returned to RTO Administration;
4. Application to be considered within 5 working days;
5. Outcome of Application sent to student in writing (may also include verbal confirmation over the phone);
6. Student to decide whether to proceed with enrolment or not;
7. If decision made to proceed with enrolment, normal enrolment process followed.

#### Refund Policy

Requests for refunds need to be made in writing and submitted to the RTO Administration Department. Refund Forms are available from the administration department as well as Communicare Inc website.

Reasons to request a full refund may include:

- ✓ a unit is cancelled or re-scheduled to a time unsuitable to the student; or
- ✓ a student is not given a place due to maximum number of places being reached.

Communicare Inc can approve a full refund of fees at any time during delivery if a class is cancelled because of declining student numbers, no available lecturer, or due to other circumstances caused by the RTO.

Students who withdraw for reasons other than those outlined in section 6.8.1 and who lodge a withdrawal form on or before the census date for a unit will be eligible for a full refund of the course fee for the unit; and

- a full refund of the resource fee if the course is a Diploma or Advanced

Diploma course; or

- 50% of the resource fee if the course is below Diploma level.

### **Compassionate/Compelling Refund**

Partial refunds will only be considered if students withdraw for reasons of personal circumstances beyond their control, for example, the loss of a loved one. In all cases relevant documentary evidence will be required.

Requests for partial refunds must be lodged in writing within two weeks of the withdrawal date. Communicare Inc will refund up to 30% of the course fees to successful applicants.

### **Special Circumstances**

If a student withdraws from a unit after the published census date for that unit, or has been unable to successfully complete a unit and believes this was due to special circumstances, the student may apply for a refund of fees for the applicable unit.

Communicare Inc will provide a refund in this case if it is satisfied that special circumstances apply where:

1. The student's withdrawal or failure to complete are beyond their control, and
2. These circumstances did not make their full impact on the student until on, or after the census date; and
3. These circumstances were such that it was impractical for the student to complete the requirements for the unit.

For circumstances to be beyond a student's control, the situation should be that which a reasonable person would consider is not due to the student's action or inaction, either direct or indirect, and for which the student is not responsible. The situation must be unusual, uncommon or abnormal to be considered special circumstances. In all cases, relevant documentary evidence (for example, medical certificate) is required.

Refunds will be calculated on a pro-rate basis based on the date the RTO was notified.

### **Publication**

This policy and the procedure are published on the Communicare Inc website to ensure Students have up to date and accurate information publicly available to them.

### **Further General Information**

#### **Fees Collected in Advance**

As a Registered Training Organisation, Communicare Inc is required to implement a process or strategy that will ensure that fees collected in advance from students are suitably

protected.

Communicare Inc has chosen to meet this requirement by accepting no more than \$1,500 upfront from each student which is the stipulated threshold prepaid fee amount (refer to Standard 7.3 of the Standards for Registered Training Organisations 2015). This principle does not apply when the fees of a learner are paid by a third party, for example, the student's employer.

### **Incidental Fees and Charges**

Incidental fees and charges are listed on the Communicare Inc Fees Schedule. Items on this list include fees pertaining to the replacement of lost certificates any penalties that may apply in various circumstances.

### **Communicare Inc Cancellations or Postponements**

Should unforeseen circumstances occur that impact on the successful commencement delivery of the course in question, then Communicare Inc will advise all clients/participants at least 3 working days prior to the course commencement date.

Where Communicare Inc is forced to halt a course or program midway, the company will endeavour to refund any fees collected for phases of study not yet completed and also assist students in every way possible to find a suitable alternative provider.

## Fees Schedule

Course Fees			
	Jobs and Skills	School Auspice Arrangement	Mentor4U
22472VIC Certificate I in General Education for Adults	<i>Not Applicable</i>	<i>Price on request</i>	<i>Price on request</i>
22473VIC Certificate II in General Education for Adults	\$72.45	<i>Price on request</i>	<i>Price on request</i>
22474VIC Certificate III in General Education for Adults	<i>Not Applicable</i>	<i>Price on request</i>	<i>Price on request</i>

## Incidental Fees

Recognition of Prior Learning	
22472VIC Certificate I in General Education for Adults	\$150 per unit
22473VIC Certificate II in General Education for Adults	\$150 per unit
22474VIC Certificate III in General Education for Adults	\$150 per unit
Incidental Fees	
Reissue of certificate	\$40

## Census Dates

22473VIC Certificate II in General Education for Adults (Jobs and Skills Program)		
Unit Name	Term 2	Census Date
<b>BSBWHS201</b> Contribute to the health and safety of self and others	24/4/2023 -1/5/2023	26/4/2023
<b>VU22422</b> Investigate and interpret shapes and measurements and related formula	8/5/2023- 16/5/2023	10/5/2023
<b>VU22424</b> Investigate and use simple mathematical formulae and problem-solving techniques	8/5/2023-16/5/2023	10/5/2023
<b>FNSFLT201</b> Develop and use a personal budget	15/5/2023 - 30/5/2023	25/5/2023
<b>VU22412</b> Implement and review a project	31/5/2023 - 6/6/2023	2/6/2023
<b>VU22411</b> Research pathways and produce a learning plan and portfolio.	29/5/2023 – 4/6/2023	2/6/2023

<b>BSBITU201</b> Produce simple word-processed documents	5/6/2023-16/6/2023	11/06/2023
<b>VU22413</b> Engage with a range of complex texts for personal purposes.	12/5/2023 – 19/5/2023	15/5/2023
<b>VU22415</b> Engage with a range of complex texts for employment purposes	5/5/2023-30/6/2023	30/5/2023
<b>VU22419</b> Create a range of complex texts for learning purposes	5/5/2023-30/6/2023	30/5/2023
<b>VU22420</b> Create a range of complex texts to participate in the workplace.	5/5/2023-30/6/2023	30/5/2023