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|---------------------------|---------------------------------|--------------------|--------------------------------|
| <b>Date of approval</b>   | 24 February 2021                | <b>Approved by</b> | Acting Chief Operating Officer |
| <b>Date of effect</b>     | 1 January 2021                  | <b>Review date</b> | 1 January 2024                 |
| <b>Responsible Owner</b>  | Director, Student Experience    | <b>Version</b>     | V2 2021                        |
| <b>Functional Manager</b> | Manager, Student Administration |                    |                                |

## 1. Outline

- 1.1 The purpose of this policy is to ensure that Batchelor Institute of Indigenous Tertiary Education (the Institute) activities, strategies and processes in relation to the principles for the collection, exemptions from and refunds of student fees are aligned with the Institute's strategic and corporate plans and external Commonwealth and State/Territory standards. Adherence to this policy will ensure that:
- all activities reflect consistent applications, and
  - all activities comply with national standards.
- 1.2 This policy does not remove the right of the student to take action under Australia's consumer protection laws.

## 2. Summary

All aspects of Batchelor Institute student fee principles are managed by the Director, Student Experience. This policy covers the following areas:

- The principles, application, invoicing and collection of fees,
- Fee exemptions,
- Withdrawal cut-off dates, and
- Fee refunds.

## 3. Policy

- 3.1 This policy applies to all commencing and continuing VET Students enrolled in qualifications, recognised skill sets or individual units from 01 January 2021 onwards.

- 3.2 Students may include staff and consultants engaged by the Institute.
- 3.3 Student Fees will be published annually prior to the commencement of the academic year in which relevant fees will apply.
- 3.4 Student fees will be levied for units where the Institute has scheduled relevant training and where the unit results indicate that the student:
  - has participated in a unit; or
  - has been assessed using Recognition of Prior Learning methods; or
  - has failed to attend a unit that has been scheduled for delivery.
- 3.5 Student fees will not be levied for units that were not delivered by Institute after a student enrolled in a unit.
- 3.6 A student will be levied a fee for the re-issuance of a Batchelor Institute Testamur.

#### **4. Student Fee Invoices and Fees Collection**

- 4.1 The responsibilities for the invoicing and collection of fees shall lie with:
  - Student Administration for invoicing of fees; and
  - Financial Services for the collection of fees and debt recovery.

#### **5. Student Fee Principles**

- 5.1 In the current year, all new and continuing students undertaking VET courses at Batchelor Institute will be charged fees. The amount will depend on a student's details and what is being studied.
  - 5.1.1 A student must be:
    - an Australian citizen, or
    - a permanent resident.and enrol in:
    - a course at AQF Level III and above, or
    - a recognised VET National Skill Set, or
    - an approved stand-alone unit/program.
- 5.2 For students that are employed by a Commonwealth or Northern Territory Government organisation, or employers funded by such organisations, and where training is undertaken as part of the student employment:
  - The employer would be expected to contribute to the payment of student fees. If the employer is unable to contribute towards the payment of student fees, the fees remain the responsibility of the student.

#### **6. Student Fee Exemptions**

- 6.1 Only the following clients are automatically exempted in the current academic year from paying student fees at the time of enrolment in a course fully funded by the Commonwealth or NT Government:
  - incarcerated students,

- students attending a Secondary School in the Northern Territory,
  - students enrolled in a course at AQF Level II and below, or
  - enrolled in an approved, stand-alone unit used for Australian Core Skills Framework (ACSF) assessment.
- 6.2 The following clients are exempted from paying student fees in the current academic year, with the provision of relevant and current written evidence at the time of enrolment in a course fully funded by the Commonwealth or NT Government.
- being in receipt of one of the following full-time fortnightly Centrelink benefits:
    - Abstudy, Austudy, Parenting Payment, New Start Allowance (including Jobseeker), Youth Allowance, Disability Support Pension, Carer Allowance and Aged Pension,
  - unemployed, or
  - financial Hardship.

Special consideration will be given to students who can demonstrate financial hardship. The Director, Student Experience/delegate will assess individual cases.

If the evidence is received by the Institute after the enrolment has been submitted, the fee exemption is applied from the current and following teaching period onwards. Fee exemptions for the current year are not applied retrospectively, unless approved by the Director, Student Experience/delegate. Fee exemptions for prior years require the approval of the Chief Finance Officer.

## 7. Student Withdrawal Cut off Dates

- 7.1 The cut-off-date is the last day for a VET student to withdraw from a unit without incurring financial liabilities.
- 7.2 The cut-off-dates for fully funded and domestic full fee paying students are:
- 1st June for Teaching Period 1 and 2 units, and
  - 1st December for Teaching Period 3 and 4 units.
- 7.3 The cut-off-dates for VET Full-Fee or VET Student Loans (if applicable) students is the relevant published census date for the teaching period in which the student commenced the relevant unit(s) he/she wishes to withdraw from.
- 7.4 Special consideration in regard to the charging of fees will be applied if circumstances were beyond the student's control or where the student was impacted by actions on or after the relevant cut-off or census date. Requests for special consideration must be submitted in writing to the Institute.

## 8. Student Fee Refunds

- 8.1 Students enrolled at the Institute may be entitled to a full or partial refund of their tuition or course fees.
- 8.2 Requests for Refunds must be made in writing.
- 8.3 Any other debts to the Institute must be paid before any refund of student fees can be issued. Refunds will be provided to students if a VET Course is; no longer provided, or at any point after it commences and before it is cancelled.

- 8.4 Requests for Refunds are not accepted if the request is lodged 2 years after the cut-off date.
- 8.5 Student Fee Refunds (Remission of VET FEE-HELP debt) for VET Full-Fee students is the relevant published census date for the teaching period in which the student commenced the relevant unit(s) he/she wishes to withdraw from.

## 9. Compliance

The Director, Student Experience is responsible for monitoring and addressing compliance issues through audit processes.

## 10. Responsibilities

| <b>Section</b> | <b>Description</b>                       | <b>Task</b>                           | <b>Responsible Officer, Committee</b> |
|----------------|--|---------------------------------------|---------------------------------------|
| 4              | Student Fee Invoices and Fees Collection | Invoice students                      | Student Administration                |
|                |  | Collect Student Fees                  | Financial Services                    |
| 6              | Student Fee Exemptions                   | Application of correct exemptions     | Student Administration                |
|                |  | Providing accurate advice to students | All staff                             |
|                |  | Fee exemptions for prior years        | Chief Finance Officer                 |
| 7              | Students Withdrawal Cut off Dates        | Publication and administration        | Student Administration                |
|                |  | Providing accurate advice to students | All staff                             |
| 8              | Student Refunds                          | Assessing requests for refunds        | Student Administration                |
|                |  | Issuance of refunds                   | Financial Services                    |
| 9              | Compliance                               | Monitor compliance                    | Director, Student Experience          |

## 11. Acronyms & Terms

| <b>Acronym/Term</b> | <b>Definition/Description</b>  |
|---------------------|--|
| ASD                 | Activity Start Date (ASD) is the date that training activity starts for a client in a unit of competency or module enrolment.            |
| ASQA                | Australian Skills Quality Authority  |
| AQF                 | Australian Qualifications Framework  |
| NRT                 | Nationally Recognised Training   |
| TEQSA               | Tertiary Education Quality and Standards Agency  |
| Other definitions   | For the definition or explanation of other terms used in this policy refer to Schedule 1 of the <i>Higher Education Support Act 2003</i> |

## 12. Related documents

- Standards for Registered Training Organisations (RTOs) 2015,
- *Higher Education Support Act 2003*,
- *Higher Education Support Amendment (VET FEE-HELP Reform) Act 2015*,
- VET Administrative Information for Providers 2015,
- VET Administrative Information for Providers – Addendum Incorporating the VET FEE-HELP reforms 2015/2016.

## 13. Modification history

| <b>Date</b> | <b>Version</b> | <b>Authority</b>               | <b>Sections modified &amp; Details</b>  |
|-------------|----------------|--------------------------------|---|
| Nov 2015    | 1              | EMG                            | new policy  |
| Sep 2016    | 1.1            | Director PMR                   | Current to date<br>Current to date amended to be consistent with other student fees policies & procedures |
| Nov 2018    | 2018v2         | Director PR,<br>Policy Officer | Title information – align with organisation changes, Transfer content to 2018 template.                   |
| June 2019   | 2019 v3        | ELT                            | Addition of 5. Student Fee Principles<br>Amendment of 6 Student Fee Exemptions                            |

| <b><i>Date</i></b> | <b><i>Version</i></b> | <b><i>Authority</i></b>        | <b><i>Sections modified &amp; Details</i></b>                       |
|--------------------|-----------------------|--------------------------------|---|
| February 2021      | 2021 v1               | Acting Chief Operating officer | 3.1 update commence date<br>Amendment of 6.2 Student Fee Exemptions |
| November 2021      | 2021 v2               | Senior Policy Officer          | Title information – align with organisation changes                 |

#### **14. Feedback**

If you have any comments or feedback about this Policy, please contact the Manager, Student Administration.