

## **PURPOSE**

To define the management of students' fees and charges and payment options available to prospective students.

## **POLICY**

It is the policy of Health Industry Training that all fees and charges will be provided to potential students, prior to enrolment, to ensure students can make an informed decision to enrol with Health Industry Training.

## **PROCEDURE**

All fees relating to funding are to be published and available on Health Industry Training' website. Published fees information includes subsidised, concession and exemption fee rates for each course and relevant government jurisdiction.

### ***SERVICES NOT INCURRING FEES***

Health Industry Training must not charge Students separate fees for goods and services that are considered the organisation's responsibility.

For example, students must not be charged fees for costs associated with goods and services such as records archiving, the purchase or depreciation of equipment or general infrastructure and IT support.

Fees are not to be charged for any items that will be retained by the student as their own personal property, such as tools, protective clothing or textbooks. Such items are to be purchased separately by the student.

### ***SERVICES INCURRING ADDITIONAL FEES***

#### ***Repeated Assessment***

Students are able to attempt assessment to complete a unit of competency on three (3) occasions within their initial course fee. If a student requests an additional attempt to form competency the student will be charged \$50 per assessment marking.

#### ***Fees for Extensions to Qualification***

Students who have not completed their qualification within the timeframe allocated but have demonstrated continual progress will be provided with a three (3) month extension without

occurring additional fees. If a student has not completed the qualification at the end of the three (3) month period, a \$50 per unit fee for additional training and assessment support is charged.

Students who have not demonstrated continual progress since enrolment and request to return to study are to pay an additional \$50 per unit fee for additional training and assessment support. In this situation, students are to be provided with an additional six (6) months extension where they must demonstrate continual progress to be granted any further extensions.

Students who demonstrate progress in the additional six (6) month timeframe can be provided with an additional six (6) months extension at no further charge. No further extensions are to be granted after this timeframe.

Students who do not demonstrate progress during the additional six (6) month timeframe are to be withdrawn and provided with a Statement of Attainment for units deemed competent.

### ***Fees Where Application for RPL Has Not Been Granted***

Students who have applied for RPL and have been assessed as not providing sufficient evidence will be marked RPL Not Granted. Students will then be required to complete the assessment for the corresponding unit and will be charged a \$50 fee for each unit.

### ***Subsidised Training***

Health Industry Training must ensure each student is made aware of how undertaking training and assessment will impact their access to further government funded training. This includes ensuring that students are aware of any government funding entitlement that may reduce their ability to access such funding in the future (such as arrangements that limit funding to one qualification for a person),

The total course fee for a government subsidised course is divided into two components:

- The Fee (to the Student / employer / employee); and
- The Subsidy (paid by the relevant government body).

Health Industry Training may have different offerings for the same qualification. These offerings may arise because of different delivery modes (such as face-to-face and online), delivery locations (such as regional and South East Queensland) or other factors such as vocational/work placement or high-cost electives.

The co-contribution fee charged for a qualification or offering represents the total cost to the student and includes any enrolment charges (such as identification card charges), tuition fees, services fees, materials fees and all other costs associated with delivering the training and assessment services and awarding the qualification. This includes costs associated with criminal history checks which may be a prerequisite for vocational placement and employment in certain occupations.

Health Industry Training must disclose upfront concessional and non-concessional fees and clearly publish and label them on the website as the co-contribution fee, along with all pertinent information about the offering. This allows prospective students to be clearly informed of all fee costs and able to compare fees for a qualification.

Where Health Industry Training is obligated to collect a co-contribution fee, it may be paid on behalf of the student by an employer or third party unrelated to the RTO, but cannot be paid or waived by Health Industry Training (whether directly or indirectly), unless approved in writing by the department.

Fees must be charged and collected at the unit of competency level, so that fees for units of competency add up to the total co-contribution fee published by Health Industry Training. The unit of competency fee is either the total fee divided by the units of competency payable for the qualification or assigned proportionally based on the relative length of the competencies.

Health Industry Training must notify the prospective student of the expectations and rules regarding accessing a government subsidised training place under the relevant program. This notification includes advice that the student will no longer be eligible for a government subsidised training place under a program once they complete the qualification level targeted through the program.

Evidence of the co-contribution fees charged and collected must be retained and reported to the department, via its VET activity data submission for each student. Fees collected are reported to the department regardless of who pays the fee on behalf of the student.

Health Industry Training is not to refund, waive, return payment, or provide a cash payment, or bonus either by way of 'referral fee' or otherwise to any payer of the co-contribution fee (including third parties) or fail to collect the co-contribution fee except as provided for in the relevant program policy.

Cost recovery — atypical and minor charges by Health Industry Training are permitted on a cost-recovery basis for services which are not required for the standard delivery of training and assessment services, and awarding of a qualification. This would apply if a qualification has to be reissued — Health Industry Training may charge the student for this service on a cost-recovery basis.

### ***Student Obligations When Accessing Payment Plan Options***

Students who access the Payment Plan Option through Debit Success must only do so after reading the contractual obligations under the contract. In particular, students must be aware that:

- the contract is a legally binding contract;
- any late payments will incur a late fee
- withdrawal from a course does not terminate your financial contract and your obligation to pay out the full amount owing; and
- default of payments will result in Debit Success notifying debt collection or credit reporting agencies regarding any obligations to pay under this contract. The student will be liable for payment of debt collection services.