

[RTO National Provider No: 32145]
[ABN: 13 138 320 662 ACN: 138 320 662]

PURPOSE

To define the management of students' fees and charges and payment options available to perspective 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 are to be published and available on Health Industry Training's website. Published fees information includes fee rates for each training product, including full fee for service, subsidised, concession and exemption fee rates for each course and relevant government jurisdiction.

Health Industry Training charges students (and/or their employer or third party) the mandatory or at least the minimum course tuition fee in accordance with the relevant specific jurisdictional training initiative requirements.

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.

Co-enrolments

Students must be charged a fee for each government subsidised course that a student enrolls in, as relevant to the relevant government contractual requirements.

Repeated Assessment

Students are able to attempt assessment to complete a unit of competency on three (3) occasions within their initial course fee. Health Industry Training does not levy additional fees for these attempts.

Government Loan, Funding, Subsidy and Support Entitlements

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).

The following government contractual / jurisdictional arrangements apply to Health Industry Training's fees and charges.

Queensland

Co-contribution fee

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.

Certificate 3 Guarantee

A contribution to the cost of training and assessment services must be made by students undertaking a certificate III level vocational qualification and non-concessional students undertaking certificate I and/or II level vocational qualifications.

The fee may be paid on behalf of the student by a third party unrelated to Health Industry Training, but cannot be paid or waived by the Health Industry Training (whether directly or indirectly), unless approved in writing by the department. The fee amount is a decision for Health Industry Training.

The only exceptions to the fee condition are:

- Skilling Queenslanders for Work (SQW) participants — this training is provided fee- free to students with any additional costs met through SQW funding.
- Queensland Year 12 graduates undertaking high priority qualifications — this training is provided fee- free to students.
- VETiS students — this training is provided fee-free to students with any additional costs met by the school.
- Foundation skills — this training can be provided fee- free to students, as determined by Health Industry Training.
- Lower-level vocational qualifications for concessional students — this training can be provided fee-free to students, as determined by Health Industry Training.

Concessional status applies when:

- The student holds a Health Care or Pensioner Concession Card issued under Commonwealth law, or is the partner or a dependent of a person who holds a Health Care or Pensioner Concession Card and is named on the card; or
- The student provides Health Industry Training with an official form under Commonwealth law confirming that the Student, their partner or the person of whom the Student is a dependent is entitled to concessions under a Health Care or Pensioner Concession Card; or
- The student is an Aboriginal or Torres Strait Islander; or
- The student is a school student and is enrolled in a VETiS program (may include young people in detention); or
- The student has a disability; or
- The student is an adult prisoner

Higher Level Skills

A contribution to the cost of training and assessment services must be made by students undertaking a certificate IV level and above qualification or priority skill set. Given the increased benefits that students and industry accrue from higher-level training, there is an expectation of higher levels of co-contribution under the Higher Level Skills program.

The fee may be paid on behalf of the student by a third party unrelated to Health Industry Training but cannot be paid or waived by the Health Industry Training (whether directly or indirectly), unless approved in writing by the department. The fee amount is a decision for Health Industry Training.

Concessional status applies when:

- The student holds a Health Care or Pensioner Concession Card issued under Commonwealth law, or is the partner or a dependent of a person who holds a Health Care or Pensioner Concession Card and is named on the card; or
- The student provides Health Industry Training with an official form under Commonwealth law confirming that the Student, their partner or the person of whom the Student is a dependent is entitled to concessions under a Health Care or Pensioner Concession Card; or
- The student is an Aboriginal or Torres Strait Islander; or
- The student has a disability; or
- The student is an adult prisoner.

For concessional status, it is Health Industry Training's responsibility to verify at enrolment and hold evidence of a student's eligibility.

Western Australia

Health Industry Training charges student fees as mandated. Minimising the collection of fees or offering inducements that could be viewed as seeking a competitive advantage is prohibited.

The course fee is the sum of fees for all units that a Student enrolls in. Trainees are required to pay course fees regardless of mode of delivery, including training that is 100% on the job. An hourly rate based on nominal hours will apply to each unit commenced in 2017.

Category of Enrolment	Fee Rate per Nominal Hour
<i>Non-Concession Student</i> Diploma, Advanced Diploma and Existing Worker Traineeships Apprenticeships, Traineeships* and Priority Industry Qualifications (up to Certificate IV)	\$5.79 \$3.25
<i>Concession Student</i> Diploma, Advanced Diploma and Existing Worker Traineeships Apprenticeships, Traineeships* and Priority Industry Qualifications (up to Certificate IV)	\$5.79 \$0.97

*Excludes existing worker traineeships

For Diploma and Advanced Diploma qualifications, the maximum course fee chargeable in 2017 is \$7,860. This maximum applies per course in 2017.

Existing worker trainees at any qualification level are charged at the \$5.79 fee rate and are not eligible for fee concessions.

For secondary school aged persons not enrolled at school, the maximum course fee chargeable in 2017 is \$420. The maximum is the total fee for all courses the Student is enrolled in. For these Students, course fees for courses that are below Diploma level are calculated at the concessional rate until the Student reaches the fee cap. The Diploma and Advanced Diploma course fee maximum does not apply to these Students.

Calculating Fees

The fee applicable is from the start date of the unit in which the publicly subsidised Student is enrolled, irrespective of the date of enrolment or duration of the course.

To ensure consistency, adjustments will not be made to fees to reflect variations in timetabling or in instances where Students complete a course or unit in less time than the nominal hours specified for the course.

Students are charged according to the same fee structure regardless of mode of delivery, including:

- Local face to face class;
- Remote live electronic conferencing;
- Self-paced – scheduled and unscheduled;
- External studies;
- Workplace learning;
- Video/television based learning; and
- Online learning.

Recognition of Prior Learning & Credit Transfer

Recognition of prior learning (RPL) involves the assessment of previously unrecognised skills and knowledge an individual has achieved outside the formal education and training system in respect of a specific unit.

RPL is an assessment process that assesses the individual's non-formal and informal learning to determine the extent to which that individual has achieved these required learning outcomes or competency outcomes.

Fees for Students enrolling in RPL are determined by Health Industry Training.

Students are not charged for credit transfer.

WA Invoicing Requirements

Where the employer takes responsibility for the payment of a Student fees invoice, Health Industry Training may provide a single enrolment invoice/receipt that provides aggregated information on their employees' enrolment details. Students still receive an individual copy of their enrolment invoice/receipt containing all of the relevant information for record keeping purposes. Other fees are published by Health Industry Training prior to commencement of enrolment.

Fee Concessions and Exemptions

Fee concessions and exemptions apply to a range of publicly funded vocational education and training course services provided by Health Industry Training across jurisdictions.

Health Industry Training must collect, record and retain all evidence relating to fee transactions. Where a fee concession, waiver, exemption or refund is granted, Health Industry Training must retain all supporting evidence relating to the decision for each student.

Health Industry Training must have a formal process in place to support the assessment of Student eligibility for waiving any remaining fees and charges, after concessions have been applied. Health Industry Training must only permit a fee concession or exemption for a student where evidence supporting the eligibility for concession or exemption is obtained from the Student prior to the finalisation of the enrolment process.

The following Students are entitled to the concession rate on course fees:

- Persons and dependents of persons holding:
 - A Pensioner Concession Card.
 - A Repatriation Health Benefits Card issued by the Department of Veterans' Affairs.
 - A Health Care Card.
- Persons and dependents of persons in receipt of AUSTUDY or ABSTUDY.
- Persons and dependents of persons in receipt of the Youth Allowance.
- Persons and dependents of persons who are inmates of a custodial institution.
- Secondary school aged persons, not enrolled at school.

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

Exemptions

Health Industry Training may waive all fees and charges for students that they assess as being in severe financial hardship for below diploma level courses only. Whether a student is in severe financial hardship is to be determined on a case by case basis. If a student was enrolled in a diploma or advanced diploma course in 2016 and is continuing in the same course in 2017, they may continue to receive a fee waiver if appropriate financial hardship criteria are met.

Health Industry Training must retain details of a student's enrolment records where a fee waiver has been granted and documented reasons for the decision must be retained for audit purposes. Meeting the concession eligibility requirements entitles the individual to a fee concession but is not sufficient grounds for the granting of a fee waiver.

Evidence of Eligibility

Eligibility for a fee exemption or concession is assessed at enrolment and cannot be adjusted after enrolment. Eligibility evidence is retained on each student's course file.

Where the evidence, provided by the student, is a copy of the original, the copy must be an 'original copy' certified by a person who is on the list of approved witnesses who can verify documents. A list of approved witnesses is available at the Commonwealth Attorney General's Department website at: www.ag.gov.au/Publications/Pages/Statutorydeclarationsignatorylist.aspx.

Payment of Fees

Enrolment is not considered complete until statutory and RTO enrolment-based fees and charges are paid, deferred payment arrangements have been made or fees and charges have been waived. On enrolment, Students must take up one of the following payment options:

- Pay the full amount of fees and charges;
- Present a signed authority from an employer to invoice that employer for the Student's fees and charges;
- Pay the fee by instalment; or
- Make application on the grounds of severe financial hardship for fees and charges to be waived for courses below diploma level.

Students who fail to take up one of the above options are not enrolled. Apprentices and trainees are treated the same as other students and are legally liable to pay fees.

Payment Instalments

Students are given a minimum of eight weeks from the commencement of the unit to finalise payment when paying by instalment.

Where approval has been given for a student to pay by instalment, Health Industry Training is responsible for the collection of outstanding fees and charges. Fair and adequate recovery procedures are in place to manage the collection and recovery of monies.

Students who have fallen behind in their payments are not enrolled in additional units unless appropriate arrangements, agreed to by both the student and present a signed authority from an employer to invoice that employer for the student's fees and charges, have been put in place to pay the amount outstanding.

Recovery of Outstanding Student Fees

Health Industry Training must collect all fees to be paid by the student by the time they complete their subsidised training.

Health Industry Training has a robust process for the recovery of outstanding fees from a student. The failure by a student to pay a fee owing is considered to be a breach of discipline and can lead to penalties being imposed on the student under Discipline arrangements.

One of the penalties that may be considered is the delay in release of results or testamur(s) as relevant to the student until all fees are recovered, depending on the contractual requirements in each jurisdiction. For significant student debts, formal debt collection actions may also be undertaken.