

## Wyndham Community and Education Centre Inc Policy and Procedure

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Policy name	<b>Concessions, Fees, Charges and Refunds</b>
Responsible person	Director of Education (DoE), Director of Business Services (DoBS)
Staff involved	CEO, Education Manager, RTO Manager, Pre-Training Assessors (VET, SSP, LLN), VET Coordinator, LLN Coordinator, Short Course Coordinator, Finance Coordinator, Administration Staff, Compliance & Reporting Staff
Review dates	2024

### **POLICY**

Wyndham Community and Education Centre Inc. (Wyndham CEC) delivers education programs that are subsidised by the Victorian government via the Department of Jobs, Skills, Industry and Regions (DJSIR). The Department provides guidance about fees, subsidy rates, eligibility and compliance requirements. The Skills First Program subsidises students in nationally accredited courses and the Adult Community and Further Education Board (ACFE) subsidises students in pre-accredited courses. Students may also be enrolled in the above courses and be ineligible to receive a subsidy: these students are known as fee-for-service. Wyndham CEC is entitled to charge tuition, amenities and materials fees for all of the above students.

Wyndham CEC also has students in federal government funded AMEP and SEE Programs, however the organisation is not entitled to charge a fee to these students.

Eligibility for Skills First and ACFE subsidised courses are determined prior to enrolment (see *Determining Eligibility Procedure*).

To set, charge and collect tuition fees, service & amenities fees, and to issue refunds for Skills First subsidised courses, Wyndham CEC complies with the 'Skills First Guidelines about Fees', the 'VRQA Guidelines for VET Providers' and the 'AQTF Essential Conditions and Standards for Continuing Registration.'

To set, charge and collect tuition fees, service & amenities fees, and to issue refunds for ACFE subsidised courses, Wyndham CEC complies with the 'Pre-Accredited Purchasing Package & Guide'.

To set, charge and collect tuition fees, service & amenities fees, and to issue refunds for fee-for-service courses Wyndham CEC complies with the 'VRQA Guidelines for VET Providers' and the 'AQTF Essential Conditions and Standards for Continuing Registration.'

To charge and collect tuition fees, service & amenities fees, and to issue refunds for all courses, Wyndham CEC complies with 'A New Tax System (Goods & Services Tax) Act 1999'.

# Wyndham Community and Education Centre Inc

## Policy and Procedure

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### **PROCEDURES**

#### **1. Skills First subsidised programs**

##### **1.1 Setting fees**

- Wyndham CEC's Director of Education (DoE) and Director of Business Services (DoBS) set tuition fees, service and amenities fees and materials / resources fees in October each year for the following year, and on a case by case basis, subject to Department guidelines and market conditions. Wyndham CEC has a written procedure for setting fees – see *Setting Fees Procedure*.
- Once fees are set, the DoE emails the Training Service Managers and Coordinators, the DoBS, the Finance/HR Coordinator (FHC) and the Compliance & Reporting Team the 'Fee Schedule (Skills First Subsidised Training)' statement outlining tuition fees, service and amenities fees and materials costs.
- The IT & Creative Design Manager publishes the 'Fee Schedule (Skills First Subsidised Training)' on Wyndham CEC's website.
- Should there be any changes to Wyndham CEC's fees at any time, the RTO Manager is responsible for organising changes to the 'Fee Schedule (Skills First Subsidised Training)' and for ensuring the schedule is updated on Wyndham CEC's website.

##### **1.2 Applying fees**

- Based on the 'Fee Schedule (Skills First Subsidised Training)', 'Statement of Fees' documents are created by the LLN Coordinator for LLN courses and the VET Coordinator for VET courses.
- 'Statement of Fees' includes
  - Code, title and currency of the program,
  - the total cost to the student for their program, taking into account any Fee Concession or Fee Waiver entitlement;
  - the approximate value of the government contribution expressed in dollars; and
  - any other applicable fees, such as student services, amenities, goods or materials.
- This 'Statement of Fees' is provided to the Pre-training Assessor by the relevant Coordinator / Manager.
- Prior to enrolment, the Pre-Training Assessor supplies each individual with a 'Statement of Fees', being an itemised list of all fees required for the course. Prior to issuing, on a case by case basis, the 'Statement of Fees' is individualised based on the following principles.

##### **i. Enrolment in a course (pro-rata)**

- An individual enrolling in LLN is be charged pro-rata using the 'Fees by Enrolment Start Date Schedule'
- An individual enrolling in VET is charged by the number of units of competency to be undertaken, using the 'Fees by Unit of Competency Schedule'

# Wyndham Community and Education Centre Inc

## Policy and Procedure

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### ii. Credit transfer

- Tuition fees may be reduced where there is a credit transfer (see 'Recognition of Qualifications Issued by other RTOs Policy & Procedure').

### iii. Financial hardship

- In circumstances of financial hardship, individuals can request to be considered for a Wyndham CEC payment plan and/or a Wyndham CEC fee reduction or exemption.
- Pre-Training Assessors ensure a 'Request for Payment Plan' or 'Request for Fee Reduction' form is completed by the individual and lodged with a Training Services Manager or the DoE / DoBS by one working day following the PTA Interview.
- Requests are considered by a Training Services Manager and/or the DoE / DoBS on a case by case basis and a response will be given within two working days of receiving it.

### iv. Skills First Tuition fee waivers/exemptions

- The Skills First Program has specific requirements regarding fee waivers / exemptions that will be subsidised by that program; refer to the current *Guidelines About Fees* document. However, Wyndham CEC may also choose not to charge or recoup certain fees: in this circumstance the Skills First Program reporting requirements do not apply as this program will not pay a subsidy for revenue foregone.
  - The Pre-Training Assessor sights and retains copies of all documentation demonstrating an individual's eligibility for the Skills First Tuition fee waiver/exemption. Wyndham CEC does not charge a tuition fee for enrolment for an individual who is from the Judy Lazarus Transition Centre, a young person on a community based order, a person who self-identifies as being of Aboriginal or Torres Strait Islander descent or a young person referred by the Skills First Youth Access Initiative.
  - All documentation demonstrating an individual's eligibility for the Skills First Tuition fee waiver/exemption is retained for audit or review purposes, and in accordance with Wyndham CEC's *Records Management & Record Keeping Policy & Procedure*.
  - Wyndham CEC's Compliance & Reporting team reports to the Department all tuition fee waivers/exemptions granted in accordance with the Victorian VET Student Statistical Collection Guidelines (see *Skills First Program Reporting Policy & Procedure*).
- The Pre-Training Assessor notes that they have provided an individual with a Statement of Fees and determined any individualisation of the fees to be charged on the 'Enrolment Interview Checklist' (VET, LLN).

## 1.3 Applying a fee concession

### Concession fees - general

- At the PTA Interview, the Pre-Training Assessor sights documentation demonstrating an individual's eligibility for a fee concession and completes a written declaration for audit or

## **Wyndham Community and Education Centre Inc**

### **Policy and Procedure**

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review purposes, and to meet the requirements of Wyndham CEC's *Record Management and Keeping Policy & Procedure*.

- For enrolments in courses at the Certificate IV level and below, Wyndham CEC charges a concession fee that meets Skills First requirements, prior to the commencement of training, to an individual who holds a current and valid:
  - a. Health Care Card issued by the Commonwealth;
  - b. Pensioner Concession Card; or
  - c. Veteran's Gold CardNote: The Concession evidence must be valid at the date of PTA; however a grace period may apply.\*
- The concessions provided for in (a) and (b) also apply to a dependant spouse or dependent child of a card holder. If a student is listed on a concession card as dependant, the Pre-Training Assessor must note the student's relationship to the card holder on the Enrolment Interview Checklist.
- For enrolments at Diploma level, Wyndham CEC sets and charges a concession fee based on market conditions.
- Before the completion of a program enrolment, if an individual who was previously eligible for a concession becomes ineligible for the concession, this does not affect the tuition fees payable during that enrolment.
- Before the completion of a program enrolment, if an individual who was previously ineligible for a concession becomes eligible for the concession, this does not affect the tuition fees payable during that enrolment.

\* Grace period: The Skills First Program enables a grace period for providing evidence of concession eligibility. Wyndham CEC provides grace periods in response to two scenarios:

- the student has evidence of concession but does not bring it to the PTA – a grace period of 2 weeks applies
- if the student is awaiting the outcome of an application for concession documents – a grace period of 4 weeks applies
- if a grace period applies, the relevant deadline date is recorded on the Enrolment Interview Checklist (EIC) and also on the Statement of Fees. The student is advised that if the concession card is not submitted by the deadline date, then non-concession rates may apply.

- Where a concession card is presented to the Pre-Training Assessor via a Digital Wallet through a Services Australia (Express Plus) mobile application, the Pre-Training Assessor must sight and authenticate the card by viewing the card directly through the Services Australia mobile application of the card holder's mobile device. Such cards may not be sighted via a screenshot of the card that is emailed or otherwise produced.
- Wyndham CEC's Compliance & Reporting team reports to the Department all fee concessions granted by Wyndham CEC in accordance with the *Victorian VET Student Statistical Collection Guidelines* (see *Skills First Program Reporting Policy & Procedure*).

#### **Asylum Seeker VET Program**

- A student can receive a Fee Concession for an enrolment in a Skill Set and a program at Certificate IV level and below.

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This document was reviewed and accepted by the Board of Governance of the Wyndham Community and Education Centre Inc on 8/12/2023 and supersedes all previous versions.

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Page 4 of 12

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## Wyndham Community and Education Centre Inc Policy and Procedure

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- The evidence the student is eligible to participate in the Asylum Seeker VET Program (as specified in the Guidelines About Eligibility) is the evidence of their entitlement to concession.

### 1.4 Charging & Collecting Fees

- The total student fees payable by an individual is recorded on the Enrolment Form by the Pre-Training Assessor.
- After enrolment Wyndham CEC charges and collects fees that involves issuing all students with an Invoice. Wyndham CEC has a written procedure for charging and collecting fees – see *Charging & Collecting Fees Procedure*.
- When charging fees, Wyndham CEC adheres to the following principles:
  - Tuition fees up to \$1,000 are due before the commencement of a course unless a Payment Plan has been approved. Wyndham CEC will not collect more than \$1,000 before the commencement of a course.
  - Course fees collected before the commencement of a course are held in a liability account until the commencement of the course.
  - For all courses over \$1,000, a scheduled payment plan is developed during enrolment for implementation at course commencement, to ensure that any additional fees collected in advance for that course does not exceed \$1,500. This complies with Option 3 of AQTF Condition 5, Financial Management, which Wyndham CEC has adopted in relation to collection and protection of fees.
  - When charging a services and amenities fee, students have the option of purchasing equivalent materials that can be sourced externally if they choose to. In this circumstance, the services and amenities fee would be reduced accordingly.
  - A fee will be charged for the assessment of Recognition of Prior Learning, if the assessment is conducted at the request, or with the consent of the student. This fee will be the same as the fee-for-service tuition fee set for each course.
- Qualifications and Statements of Attainment are not issued until all fees have been paid (see *Certification Procedure* for further information).
- In the event of overdue payments, students are followed up by the Business Services Unit in consultation with the relevant Coordinator and adhering to Wyndham CEC's *Debt Collection Policy & Procedure*.
- Wyndham CEC does not charge a fee if a student is required to re-sit an assessment.
- In the event a student is deemed 'Not Yet Competent' (NYC) the following principles will apply
  - Staff will work with students who are assessed as NYC and provide opportunities to satisfactorily complete units of competency to achieve a 'Competent' (C) result where possible. Wyndham CEC does not charge a fee in this case.
  - Unless a student completes an Application for Special Consideration (see the *Special Consideration Policy & Procedure* for further information) students will have one month from the last day of training/timetabled classes to meet all of the requirements of the program they are enrolled in. Wyndham CEC is not obliged to accept any work or assessment beyond this date.

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# Wyndham Community and Education Centre Inc

## Policy and Procedure

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- Beyond this date, students will need to re-enrol in a program and pay the relevant fees and charges.

### 1.5 Refunds

- If a student withdraws, by written notice (letter or email) from Skills First subsidised training at any time up until 4 weeks after the scheduled commencement date of the course, Wyndham CEC will refund the tuition fees paid.
- Where materials have been supplied for a course, and a student withdraws, no refund of the Services and Amenities fee will be given.
- No refund is available where a student withdraws from Skills First subsidised training at any time after 4 weeks of the scheduled commencement date.
- If a student withdraws from Skills First subsidised training at any time after 4 weeks of the scheduled commencement date and the student is on a payment plan, fees must still be paid.
- If a course is cancelled by Wyndham CEC at any time during the period of a student's enrolment, then Wyndham CEC will refund the tuition fees and service and amenities fees in full. Wyndham CEC will support students to transfer their enrolment to a similar program in another RTO.
- In the unlikely event that Wyndham CEC ceased operation at any time during the period of a student's enrolment, Wyndham CEC will refund the tuition fees and service and amenities fees in full. If possible, Wyndham CEC will support students to transfer their enrolment to a similar program in another RTO. All relevant training records will be transferred to the VRQA.
- The procedure for requesting and issuing a refund is outlined in the *Charging & Collecting Fees Procedure*.

## **2. ACFE (pre-accredited) subsidised courses**

### 2.1 Setting fees

- Wyndham CEC's DoE in consultation with the Education Manager, Short Course Coordinator and DoBS sets tuition fees, amenities fees and materials fees for ACFE subsidised courses, in October each year, for the following year, and on a case by case basis, subject to ACFE guidelines and market conditions.
- In 2023, Wyndham CEC determined not to charge tuition fees and consequently there is no tuition concession rate.
- A non-refundable amenities fee of \$30 is charged for all ACFE courses.
- For courses that have specific course related materials, an additional materials fee is charged to cover the cost of these materials.

### 2.2 Applying fees

- Students who enrol in an ACFE course through Wyndham CEC's website ([www.wyndhamcec.org.au/course-list-pre-accredited](http://www.wyndhamcec.org.au/course-list-pre-accredited)) will pay course fees at the time of

## Wyndham Community and Education Centre Inc Policy and Procedure

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enrolment. The payment of fees online automatically issues the student with a receipt/confirmation of enrolment.

- Students who enrol in ACFE courses at Reception (20 Synnot St) are issued with an invoice for course fees. It is recommended that students pay this invoice at the point of enrolment. At the discretion of Reception staff, students can choose to pay the invoice at a later date. Reception staff are required to issue the student with a receipt.
- A receipt will be issued whenever a payment, in part or full, has been made.
  - In circumstances of financial hardship, for short courses with total fees over \$50, individuals can request to be considered for a Wyndham CEC payment plan and/or a Wyndham CEC fee reduction or waiver.
  - The Short Course Coordinator should ensure a 'Request for Payment Plan' or 'Request for Fee Reduction' form is completed by the individual and lodged with a Training Services Manager or the DoE/DoBS for consideration within one day.
  - Requests will be considered by a Training Services Manager and/or the DoE/DoBS on a case by case basis and a response will be given within two working days of receiving it.

### 2.3 Applying fee concession reductions

#### Concession fees - general

- The person enrolling the student must sight documentation demonstrating an individual's eligibility for a ACFE fee concession and completes a written declaration for audit or review purposes and to meet the requirements of Wyndham CEC's *Record Management and Keeping Policy & Procedure*.
  - For enrolments in ACFE subsidised courses, fee concession rebates apply to ~~to~~ an individual who, prior to the commencement of training, holds a current and valid:
    - a. Health Care Card issued by the Commonwealth;
    - b. Pensioner Concession Card; or
    - c. Veteran's Gold Card
  - The concessions provided for in (a) and (b) also apply to a dependant spouse or dependent child of a card holder.
- Where a concession card is presented via a Digital Wallet through a Services Australia mobile application (Express Plus), Wyndham CEC staff must sight and authenticate the card by viewing the card directly through the Services Australia mobile application of the card holder's mobile device. Such cards may not be sighted via a screenshot of the card that is emailed or otherwise produced.
- Wyndham CEC's Compliance & Reporting team will report to the Department all individuals who are eligible for a fee concession in accordance with the 'Victorian VET Student Statistical Collection Guidelines' and 'Pre-Accredited Purchasing Package & Guide'.

### 2.4 Charging & Collecting Fees

- At enrolment Wyndham CEC may charge fees. Wyndham CEC has a written procedure for charging and collecting fees – see *Charging & Collecting Fees Procedure*.

# Wyndham Community and Education Centre Inc

## Policy and Procedure

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- A Participation Certificate will not be issued until all fees have been paid (see *Certification Procedure* for further information); exceptions may be made if a third party is responsible for payment.
- In the event of overdue payments, students are followed up by the Business Services Unit adhering to Wyndham CEC's 'Debt Collection Policy & Procedure'.

### 2.5 Refunds

- If a course is cancelled by Wyndham CEC at any time during the period of a student's enrolment, then Wyndham CEC will refund the amenities fee and materials fee in full.
- In the unlikely event that Wyndham CEC closed at any time during the period of a student's enrolment, Wyndham CEC will refund the amenities fee and materials fee in full.
- The procedure for requesting and issuing a refund is outlined in the *Charging & Collecting Fees Procedure*.

### 3. Fee-for-service enrolments

#### 3.1 Setting fees

- Wyndham CEC's DoBS & DoE set tuition fees, service and amenities fees and materials/resources fees for fee-for-service courses in October each year for the following year, and on a case by case basis, subject to Department guidelines and market conditions.  
Wyndham CEC has a written procedure for setting fees – see *Setting Fees Procedure*.
- Based on the fees set above, the DoE develops and distributes the 'Fee Schedule (Fee-for-Service)' to Training Service Managers and Coordinators, the DoBS, the FHC, the Business Services Manager and the Compliance & Reporting Team.
- The IT & Creative Design Manager publishes the 'Fee Schedule (Fee-for-Service)' on the Wyndham CEC website.
- Should there be any changes to Wyndham CEC's fees and charges at any time, the RTO Manager is responsible for organizing changes to the 'Fees Schedule (Fee-for-Service)' and for ensuring the schedule is updated on its website.

#### 3.2 Applying fees

- Based on the 'Students Fees (Fee-for-Service)' statement, 'Statement of Fees' are created by the LLN Coordinator for LLN courses, the VET Coordinator for VET courses and the Short Course Coordinator for pre-accredited courses.
  - A 'Statement of Fees' includes standard and concession tuition fee rates (if applicable), services and amenities fee rates and materials / resources costs.
- A 'Statement of Fees' is provided to the Pre-training Assessor by the LLN Coordinator for LLN courses, the VET Coordinator for VET courses and the Short Course Coordinator for pre-accredited courses.

## Wyndham Community and Education Centre Inc Policy and Procedure

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- Prior to enrolment, the Pre-Training Assessor supplies each individual with a ‘Statement of Fees’, being an itemised list of all fees required for the course. Prior to issuing, on a case by case basis, the ‘Statement of Fees’ is individualised based on the following principles.

### **i. Enrolment in a course (pro-rata)**

- An individual enrolling in LLN is charged pro-rata using the ‘Fees by Enrolment Start Date Schedule’
- An individual enrolling in a VET course is charged by the number of units of competency to be undertaken, using the ‘Fees by Unit of Competency Schedule’

### **ii. Credit transfer**

- Tuition fees may be reduced where there is a credit transfer (see *Recognition of Qualifications Issued by other RTOs Policy & Procedure*).

### **iii. Financial hardship**

- In circumstances of financial hardship, individuals can request to be considered for a Wyndham CEC payment plan and/or a Wyndham CEC fee reduction or waiver.
- Pre-Training Assessors ensure that a ‘Request for Payment Plan’ or ‘Request for Fee Reduction or Fee Waiver’ form is completed by the individual and lodged with a Training Services Manager or the DoE/DoBS by one working day from the time of the PTA Interview.
- Requests will be considered by a Training Services Manager and/or the DoE/DoBS on a case by case basis and a response will be given within two working days of receiving it.

## **3.3 Applying fee concessions**

- At the PTA Interview, the Pre-Training Assessor sights documentation demonstrating an individual’s eligibility for a fee concession and completes a written declaration for audit or review purposes and to meet Wyndham CEC’s *Record Management and Keeping Policy & Procedure* requirements
  - For enrolments in courses at the Certificate IV level and below, Wyndham CEC charges a concession fee to an individual who, prior to the commencement of training, holds a current and valid:
    - a. Health Care Card issued by the Commonwealth;
    - b. Pensioner Concession Card; or
    - c. Veteran’s Gold CardNote: The Concession evidence must be valid at the date of PTA; however a grace period may apply.\*
  - The concessions provided for in (a) and (b) also apply to a dependant spouse or dependent child of a card holder.
  - For enrolments at Diploma level, Wyndham CEC does not offer a concession rate.
  - Before the completion of a course, if an individual who was previously eligible for a concession becomes ineligible for the concession, this does not affect the tuition fees payable during that enrolment.

## Wyndham Community and Education Centre Inc Policy and Procedure

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- Before the completion of a course, if an individual who was previously ineligible for a concession becomes eligible for the concession, this does not affect the tuition fees payable during that enrolment.

\* Grace period: Wyndham CEC provides grace periods in response to two scenarios:

- the student has a concession evidence but does not bring it to the PTA – a grace period of 2 weeks applies
- if the student is awaiting the outcome of an application for concession documents – a grace period of 4 weeks applies
- if a grace period applies, the relevant deadline date is recorded on the Enrolment Interview Checklist (EIC) and also on the Statement of Fees. The student is advised that if the concession card is not submitted by the deadline date, then non-concession rates may apply.

### 3.4 Charging & Collecting Fees

- At enrolment Wyndham CEC charges and collects fees. Wyndham CEC has written procedures for charging and collecting fees.
- When charging fees, Wyndham CEC adheres to the following principles
  - Tuition fees up to \$1,000 are due before the commencement of a course unless a Payment Plan has been approved. Wyndham CEC will not collect more than \$1,000 before the commencement of a course.
  - Course fees collected before the commencement of a course are held in a liability account until the commencement of the course.
  - For all courses over \$1,000, a scheduled payment plan is developed during enrolment for implementation at course commencement to ensure that any additional fees collected in advance for that course does not exceed \$1,500. This complies with Option 3 of AQTF Condition 5, Financial Management which Wyndham CEC has adopted in relation to collection and protection of fees.
  - When charging a Services and Amenities fee, students have the option of purchasing equivalent materials that can be sourced externally if they choose to. In this circumstance, the services and amenities fee would be reduced accordingly.
  - A fee will be charged for the assessment of Recognition of Prior Learning, if the assessment is conducted at the request, or with the consent of the student. This fee will be the same as the fee-for-service tuition fee set for each course.
- Qualifications and Statements of Attainment are not issued until all fees have been paid (see *Certification Procedure* for further information).
- In the event of overdue payments, students are followed up by the Business Services Unit in consultation with the relevant Coordinator and adhering to Wyndham CEC's *Debt Collection Policy & Procedure*.
- Wyndham CEC does not charge a fee if a student is required to re-sit an assessment.
- In the event a student is deemed 'Not Yet Competent' (NYC) the following principles will apply

## **Wyndham Community and Education Centre Inc Policy and Procedure**

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- Staff will work with students who are assessed as NYC and provide opportunities to satisfactorily complete units of competency to achieve a ‘Competent’ (C) result where possible. Wyndham CEC does not charge a fee in this case.
- Unless a student completes an Application for Special Consideration (see the Special Consideration Policy & Procedures for further information) students will have one month from the last day of training/timetabled classes to meet all of the requirements of the program they are enrolled in. Wyndham CEC is not obliged to accept any work or assessment beyond this date.
- Beyond this date, students will need to re-enrol in a program and pay the relevant fees and charges.

### **3.5 Refunds**

- If a student withdraws, by written notice (letter or email), from a fee-for service course at any time up until 5 working days prior to the commencement date of the course, Wyndham CEC will refund the tuition fees paid, less a \$50 administration fee.
- Where materials have been supplied for a course, and a student withdraws, no refund of the Services and Amenities fee will be given.
- No refund is available where a student withdraws from fee-for-service training at any time after 5 working days prior to the commencement date of the course.
- If a student withdraws from fee-for-service training at any time at any time after 5 working days prior to the commencement date of the course and the student is on a payment plan, fees must still be paid.
- If a course is cancelled by Wyndham CEC at any time during the period of a student’s enrolment, then Wyndham CEC will refund the tuition fees and service and amenities fees in full. Wyndham CEC will support students to transfer their enrolment to a similar program in another RTO.
- In the unlikely event that Wyndham CEC ceased operation at any time during the period of a student’s enrolment, Wyndham CEC will refund the tuition fees and service and amenities fees in full. If possible, Wyndham CEC will support students to transfer their enrolment to a similar program in another RTO. All relevant training records will be transferred to the VRQA.
- The procedure for requesting and issuing a refund is outlined in the *Charging & Collecting Fees Procedure*.
- See 2.5 above regarding refunds for pre-accredited courses.

### **4. Accounts & records**

- The accounts and records kept by Wyndham CEC’s Business Services Unit clearly distinguish income and expenditure for fee-for-service training from government subsidised training.
- Wyndham CEC’s Business Services Unit maintains a separate general ledger account to record receipt of income from fees for tuition and the payment of refunds of tuition fees.
- Wyndham CEC’s Business Services Unit maintains a separate general ledger account to record tuition fees paid in advance.

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## Wyndham Community and Education Centre Inc Policy and Procedure

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Wyndham CEC's Training Services Unit keeps records, including evidence, to support any claim for a contribution towards revenue foregone as a result of granting concessions or waiver.

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### **Related Documents**

**Legislation:** National Vocational Education and Training Regulator Act 2011 (Cth), Education Training and Reform Act 2006 (Vic), Children, Youth and Families Act 2005 (Vic), Corrections Amendment Act 1996 (Vic), A New Tax System (Goods & Services Tax) Act 1999, Schedule 2 – The Australian Consumer Law, The Competition & Consumer Act 2010 (Vol 3.)

**Policies:** Recognition of Qualifications Issued by Other RTOs Policy & Procedure, Records Management & Record Keeping Policy & Procedure, Skills First Program Reporting Policy & Procedure, Debt Collection Policy & Procedure, Issuing Certificates Policy & Procedure, Student Selection, Enrolment & Induction (VET) Policy & Procedure, Student Selection, Enrolment & Induction (FS) Policy & Procedure, Recognition of Prior Learning Policy & Procedure, Special Consideration Policy & Procedure

**Other:** Determining Eligibility Procedure, Skills First Guidelines about Fees, VRQA Guidelines for VET Providers, AQTF Essential Conditions & Standards for Continuing Registration, Standards for Registered Training Organisations (RTOs) 2015, Setting Fees Procedure, Pre-Accredited Purchasing Package & Guide, Fee Schedule (Skills First Subsidised Training), Fee Schedule (Fee-for-Service Training), Statement of Fees (LLN, VET), Fees by Enrolment Start Date Schedule, Fees by Unit of Competency Schedule, Payment Plan Terms & Conditions form, Request for Fee Reduction form, Victorian VET Student Statistical Collection Guidelines, Enrolment Form, Charging & Collecting Fees Procedure, Cash Handling Procedure, Digital Wallet – Concession Provider Fact Sheet, General Information for Students, Partnership Agreement (Wyndham CEC & Wyndham CC), Adult Migrant English Program (AMEP) Service Provider Instructions, Skills for Education and Employment (SEE) Service Provider Instructions/exemptions (see *Records Management & Record Keeping Policy & Procedure*).