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**POLICY AND PROCEDURE:**

**PP No:**

**DATE:**

**Fees and Refunds**

**PP064.1**

**29<sup>th</sup> July 2014**

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## Introduction

This policy and its procedures apply to all future and current students of MACE and sets out how fees and refunds will be applied for short courses, skill sets and accredited courses.

## Policy

### Fees and Charges

- Any fees and charges associated with enrolment are in accordance with MACE's policies.
- MACE reserves the right to take appropriate action where fees or charges are not paid by specified due dates in accordance with MACE's policies.

MACE will allow concessions on standard fees in accordance with this Section 3 of the Victorian Training Guarantee Guidelines on fees.

The concession fee will be 20 per cent of the MACE's published fee, being the fee that MACE would have charged a non-concession government subsidised student in the same course at that time.

Prior to the commencement of training, MACE will sight and retain copies of all documentation demonstrating an individual's eligibility for the fee concession granted by MACE for audit or review purposes and to meet the record keeping requirements set out in the Victorian Training Guarantee Guidelines on fees.

MACE will report to the Department all fee concessions granted by MACE in accordance with the Victorian VET Student Statistical Collection Guidelines as issued by the Department from time to time.

For enrolments in courses at the Certificate IV level and below, MACE will charge the 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 Card; or
- d) an alternative card or concession eligibility criterion approved by the Minister for the purposes of these

MACE, in relation, to individuals who are referred Job Seekers will invoice the referring agency directly for the portion of the tuition fee not covered by the referred Job Seeker.

### Access and Equity

The applicant's financial situation will be considered so that no person will be prevented from participating in a training program with MACE.

### Fee Waivers/Exemptions

MACE will allow tuition fee waivers/exemptions in accordance with the Guidelines on Fees, issued by the Department of Education and Early Childhood Development.

Prior to the commencement of training, MACE will sight and retain copies of all documentation demonstrating an individual's eligibility for the tuition fee waiver/exemption granted by MACE for audit or review purposes and to meet the record keeping requirements set out in Guidelines on Fees.

MACE will report to the Department of Education and Early Childhood Development all tuition fee waivers/exemptions granted by MACE in accordance with the Victorian VET Student Statistical Collection Guidelines as issued by the Department from time to time.

#### *Judy Lazarus Transition Centre*

MACE will not charge a tuition fee for enrolment by an individual who is from the Judy Lazarus Transition Centre (as a prisoner within the meaning of the *Corrections Act 1986*), if MACE were to commence training of individuals from the Judy Lazarus Transition Centre.

MACE will retain a copy of written confirmation from the management of the Judy Lazarus Transition Centre that the individual meets the requirements of the Department of Education and Early Childhood Development.

#### *Young people on community based orders*

MACE will not charge a tuition fee for enrolment by an individual who is required to undertake the course pursuant to a community based order made under the *Children, Youth and Families Act 2005*, If MACE were to commence training Young people on community based orders.

MACE will retain a copy of written confirmation from the relevant Youth Justice Unit of the Victorian Department of Human Services that the individual meets the requirements of clause

#### *Young People Transitioning From Care Initiative (Provider Network RTOs only)*

If MACE were to commence training young people transitioning from care, MACE will not charge a tuition fee for enrolment by an individual referred to them with a standard Young People Transitioning from Care Referral Form. MACE will retain the original Young People Transitioning from Care Referral Form, and return a copy to the relevant referring agency.

Where a student is eligible for a fee waiver, a Referral Form from the relevant organisation should be sighted. Verification of the form should be made with the relevant agency by the Student Services Officer. Once this is completed, the enrolment process will commence as per enrolment procedures.

A copy of the signed and completed referral form should be uploaded to the students file on Wisenet. Fee waivers must be approved by the CEO.

#### **Fees Paid in Advance**

MACE accepts payment of no more than \$1000.00 from each individual student prior to the commencement of a course. Any additional fees paid in advance do not exceed \$1500.00.

#### **Refund**

##### ***Accredited Courses***

- A full refund of any money paid prior to commencement of any course may be claimed if a request is received in writing within 14 days prior to course commencement, minus \$100 to cover the costs of administration.

*Bob has started a new job and feels his work commitments won't allow him undertake the course he enrolled in which is due to start in one (1) month. Bob has paid course fees of \$500.00 and would like to get a refund. Bob has two (2) weeks (which is 14 days prior to his course start date) to write to MACE requesting his intentions to pull out of the course and receive a refund. As Bob has followed the required procedure, he will receive a refund of \$400.00, which is the \$500.00 paid less \$100.00 administration fees.*

- If within the first 30 days of commencement, a valid reason for withdrawal is requested in writing, a refund is available. The refund will be determined at time of withdrawal and will be calculated on the Units of Competency that have not been delivered, minus \$100.00 to cover the cost of administration. No refunds will be given after this time.

*Sarah has attended two (2) of her classes and it has been 22 days since enrolment (so she is still within the 30 days). Sarah has just found out that she will be moving interstate and can no longer continue with her study at MACE. Sarah must put in writing her request for withdrawal and refund. As Sarah has only paid her deposit of \$250.00, she is still liable to continue making payments as per her payment plan for the remainder of the course fees, less the calculated amount for the Units of Competency not yet delivered, plus \$100.00 for administration. As the calculated price for the two Units of Competency that Sarah attended is \$260.00, plus \$100.00 for administration = \$360.00 and Sarah has already paid a deposit of \$250.00, she is only liable to make a further payment of \$110.00.*

- Payments made by credit card are to be refunded to the credit card used to pay. For all other refunds a direct funds transfer will be made.
- If MACE cancels the course prior to course start date, a full refund of all course fees paid to date is paid to the student unless satisfactory alternative arrangements can be made.

- If MACE is unable to continue with delivery of a course which has already commenced or is part way through, MACE will:
  - raise a Statement of Attainment to include all Unit of Competency the student has achieved a Competent outcome for;
  - refund the student for the portion of the course which is unable to be delivered. The refund amount will be determined at the time of the course cancellation and will be calculated on the Units of Competency that have not been delivered;
  - to the best of their ability, refer the student to another suitable Registered Training Organisation with the same qualification on their Scope of Registration.

### **Short Courses and Skill Sets (e.g. First Aid, Forklift, RSA, etc.)**

- A full refund of any money paid prior to commencement of any short course or skill set may be claimed if a request is received 48 hours prior to course commencement, minus \$25.00 to cover the costs of administration.

*Sam is enrolled in First Aid and is due to start next week. He has just realised that he has something else on that day so he will not be able to attend. Bob has until two (2) days (48 hours) prior to his First Aid class starting to call, email or write to MACE to advise he won't be attending. As Sam has paid his fees of \$180.00 and has notified MACE within the allowed time frame, MACE will refund Sam \$155.00, which is \$180.00 less \$25.00 administration fees.*

- No refund will be given after the period of 48 hours prior to course commencement of a short course or skills set.

*Jessica is enrolled in the Responsible Service of Alcohol (RSA) which starts tomorrow. She has completely forgotten about it until this morning. Jessica is not eligible for a refund.*

- Payments made by credit card are to be refunded to the credit card used to pay. For all other refunds a direct funds transfer will be made.
- If MACE cancels the short course or skill set, a refund of all fees is paid to the student unless satisfactory alternative arrangements can be made.

## **Purpose**

This document applies to all future and existing student of MACE and outlines the policies and procedures to be undertaken when payments and refunds are made.

This document also outlines the policies, procedures and responsibilities of MACE staff in relation to raising invoices, collecting payment, amending invoices and refunding payments.

## **Authorisation**

*Chief Executive Officer*  
MACE Incorporated

## Procedures

### Payment

#### **Accredited Courses**

To finalise the student enrolment the Student Administration Officer or the Administration Officer will raise an invoice to the student for the full fees, to which the student must make a minimum deposit of \$250.00.

The invoice raised must include:

- Full Name of Student
- Invoice Number
- Date Raised
- MACE Bank Details
- Course Code and Name
- Full fees:
  - Tuition Fee
  - Materials
  - Text
  - Student Services and Amenities

Once the student has paid the deposit, they must complete a Payment Plan outlining the method of payment and frequency. The student signs to say they agree to the terms and understand they will not be eligible for full accreditation until course fees have been paid in full.

The enrolling staff member must also sign their approval.

If for any reason MACE is no longer able to deliver the course, the Student will be refunded

#### **Short Courses and Skill Sets**

To finalise the student enrolment the Student Administration Officer or the Administration Officer will raise an invoice to the student for the full fees, to which the student must pay in full prior to commencement of course.

The invoice raised must include:

- Full Name of Student
- Invoice Number
- Date Raised
- MACE Bank Details
- Course Code and Name
- Date/s and Time/s of course
- Full fees

### Refund

#### **Accredited Courses**

Where a refund is to be issued, the Student Administration Officer, the Administration Officer or the Finance Officer will amend the invoice accordingly.

Payments that were made by credit card are to be refunded to the credit card used to pay. For all other refunds a direct funds transfer will be made.

### ***Short Courses and Skill Sets***

Where a refund is to be issued, the Student Administration Officer, the Administration Officer or the Finance Officer will amend the invoice accordingly.

The Finance Officer will raise a check for the total refund amount, and the Administration Officer will post this to the student with the amended invoice/receipt.

If the student paid the initial fees by Credit/Debit Card, the Administration Officer may pay the refund to the student back on the same card.

If the student paid the initial fees in Cash and the refund date is in the same week as the payment date, the Administration Officer may pay the refund to the student in Cash.

## **Relating Documents**

- Payment Plan
- Enrolment Policy