

# Workforce Development and Training

## Fees and Refund Policy – Pre-accredited and Short Courses

Authorisation	This policy is to be endorsed by the CEO and the Education and Training Manager
Review frequency	This policy shall be reviewed annually or as required depending on any changes/updates that need to be made to the policy.
Scope	<p>This policy applies to anyone enrolling in a pre-accredited or Fee for Service short course at Bubup Wilam Aboriginal Child and Family Centre Incorporated from the date of approval of this policy.</p> <p>*Pre-accredited courses are short courses designed to be pathways to employment or further study that are subsidised by the Victorian government through Adult Community &amp; Further Education (ACFE).</p> <p>Bubup Wilam will be required to update this policy in response to changes to government policy, funding and regulatory requirements. This information will be communicated accordingly.</p>
Legislation	<p>Education and Training Reform Act 2006</p> <p>The Ministerial Statement</p>
National Quality Standard	<p>Victorian Student Statistical Guidelines</p> <p>Pre-accredited Training Delivery Guidelines</p>
Appendices	<p>Conditions of Enrolment</p> <p>Hardship Policy</p>
Relevant Policies/Procedures/ Guidelines	<p>Pre-accredited Training Delivery Guidelines/A Frames</p> <p>Hardship policy</p> <p>SVTS (Skills Vic training System)</p>

### Policy Statement

Bubup Wilam Aboriginal Child and Family Centre is a community based, not-for-profit service controlled and managed by Aboriginal people for Aboriginal children, their families and the community and has a strong commitment to ensure financial viability of the service. Bubup Wilam aims to apply fair and equitable fees and charges by:

- Assuring financial viability to support the service to be controlled and managed by Aboriginal people for Aboriginal children, families and community;
- Providing an adequate income stream to guarantee provision of a high-quality training program;
- Utilising mainstream subsidies and benefits to support the long-term sustainability of the training program;

The purpose of this policy is to describe how fees and charges are calculated, and to set out the terms in relation to payment of fees, withdrawals and refunds.

Your fee could be made up of a charge for tuition, amenities/administration, materials if you are enrolled in a Bubup Wilam course.

## 1. Guidelines

- 1.1 Bubup Wilam Aboriginal Child and Family Centre is a community based, not-for-profit service. We operate a carefully and closely monitored budget which allows for quality care and education as well as an affordable fee structure. Fees are set annually by the Education and Training Manager and Workforce Development and Training Coordinator in conjunction with the CEO. Bubup Wilam Aboriginal Child and Family Centre has a Hardship Policy available to support those with an identified difficulty to enable them to fulfil their fee obligations where applicable.
- 1.2 Bubup Wilam follows the current government funding guidelines in relation to setting fees for eligible people.  
A person's eligibility for a government-subsidised training place is determined according to the applicable criteria.
- 1.3 Where concession fees are applied, people will be charged the concession fee if they hold the following card:
  - a Commonwealth Health Care Card, or
  - a Pensioner Concession Card, or
  - a Veteran's Gold Card

Concessions are also applicable to the dependants of holders of a Commonwealth Health Care Card or a Pensioner Concession Card.

## 2. Implementation

Calculation of fees:

- 2.1 Fees are calculated annually by the Education and Training Manager and Workforce Development and Training Coordinator in consultation with the CEO.

**Pre-accredited** pathways courses are subsidised by the Victorian government through ACFE. Tuition fees are calculated in accordance with any applicable rates set by ACFE each year. Concession tuition fees are available to eligible participants in pre-accredited courses.  
*\*Concession cards must be sighted, and a copy and details recorded in our student management system before the course commencement.*

**Fee-for service** fees apply to people in pre-accredited courses who are not eligible for government-subsidised training; and people enrolling in any other training programs that are not government subsidised.

Tuition fees for fee-for-service places are calculated based on the full cost for Bubup Wilam to deliver the course.

**Amenities and Materials** fees are set per course as a contribution by the person enrolled to the cost of providing course materials, resources, and support.

There are no concessions available on Amenities and Materials fees.

## **Payment of fees**

Full payment is required on enrolment for pre-accredited and short courses. Enrolments are processed in order of receipt of enrolment details, and payment via an online enrolment form that is processed via our student management system, aXcelerate. We use the payment gateway eWay which transpires to our accounting system, MYOB.

Third party organisations that have a formal relationship or arrangement to pay on behalf of individual participants can secure enrolment and pay on invoice at a set date determined by Bubup Wilam.

On enrolment prior to course commencement, no reduction in fees can be made for any sessions of the course that the person may not be able to attend.

Depending on the structure, some courses may be able to accommodate additional participants after commencement. Full course fees will still apply.

Fees are displayed via the Bubup Wilam website, and “Flyers” will also be displayed and distributed accordingly via social media forums and general distribution.

Preferred method of payment is via online enrolment via credit card.

In special circumstances, we may take Direct Deposit, cash or EFTPOS payments paid directly to staff at the front desk. No payment can be completed unless a receipt is issued at that time. Cash will not be accepted after 5.30pm for security reasons. Unfortunately change is unable to be given.

Your place in a course will not be confirmed until full payment is received.

Once your payment has been received/processed you will receive a receipt and a course confirmation letter immediately via email.

## **Withdrawals and Refunds**

If notice of withdrawing from the course is provided a week or more prior to the advertised commencement date of the course, individuals may request a refund of course fees less an administration fee, and less any materials costs already incurred.

If notice of withdrawing from the course is received less than a week before the start of the course, or during the course, no refunds are available. People can refer to our Hardship Policy for consideration in relation to reimbursement of fees.

Refunds will only be paid to the person enrolled unless the person enrolled is under 18, in which case the refund will be paid to the parent or guardian of the person enrolled; or the payment has been made by arrangement via a third party organisation.

## **Courses cancelled by Bubup Wilam**

If a course is cancelled by Bubup Wilam prior to commencement of the course, all fees paid will be refunded in full.

If a course is cancelled by Bubup Wilam at any time during the period of a person's enrolment then Bubup Wilam will refund the pro-rata portion of any tuition, amenities and materials fees paid.

#### Hardship Policy

People experiencing significant hardship can contact Bubup Wilam about their circumstances.

Payment options can be negotiated on an individual basis.

A Hardship application will need to be completed with supporting documentation and evidence – eg: medical certificate.

The application must be received within 2 weeks of the end date of the course.

Costs for materials already purchased may not be refunded. The materials will be supplied to the person enrolled wherever possible.

### 3. Review

Regular review of this policy will be conducted in line with the communication and announcements of any procedure change from ACFE and Bubup Wilam. Opportunity for feedback about this policy can be sought from employees, community and the Board members to inform of any amendments to this policy.

### 4. References/resources

Pre-accredited Training Delivery Guidelines/A Frames

Hardship Policy

SVTS (Skills Victoria Training System)

Conditions of Enrolment