

Contents

Purpose	1
Definitions	1
Policy	1
1. Notification of Enrolment	1
2. Fees	2
3. Fee Protection	2
4. Refunds	3
• Withdrawal prior to Course Commencement	3
• Withdrawal after Course Commencement.....	3
5. Deferral of Students.....	3
6. Extenuating Circumstances.....	3
7. Recovery of Fees.....	3
8. Record Keeping.....	3
Document Control	4

Purpose

This Policy ensures BCC Institute's compliance with the NSW government's Smart and Skilled Program requirements for Fees and Refunds administration. It outlines the specifications for the application and management of student fees.

Definitions

College means BCC Institute.

Policy means this Smart and Skilled Fees and Refunds Policy.

RPL means Recognition of Prior Learning, an assessment of an individual's relevant prior learning to determine the credit outcomes of an individual application for credit.

Smart and Skilled Program means the NSW government initiative to reform the NSW vocational education and training system by assisting people to get the skills they need to find a job and advance their careers. Eligible students are provided with an entitlement to government-subsidised training up to and including Certificate III or government funding for higher-level courses (Certificate IV and above) in targeted priority areas.

Standards means the Standards for Registered Training Organisations (RTOs) 2015 from the VET Quality Framework.

STS Online means the secure portal for Registered Training Organisations (RTOs) to do business with Training Services NSW, such as Smart and Skilled.

Policy

1. Notification of Enrolment

BCC Institute will provide all information to the student regarding fees and charges to be paid by the student during the Notification of Enrolment Process, as outlined in the College's Smart and Skilled

Notification of Enrolment Policy. Fees will be calculated using the Provider Calculator on STS Online. A student can access the Smart and Skilled website to check their eligibility and estimate their Student Fee: <https://smartandskilled.nsw.gov.au/sands/find-a-course>.

2. Fees

Students will be notified of any schedule of payments on enrolment and payment options. They will also be notified of any additional equipment costs prior to enrolment as part of the student information on the College's website.

Any fee schedule will ensure that all fees are paid in full prior to completion of training and assessment. If fees have not been paid in full, then the student cannot be issued with a qualification.

- Student fees will differ depending on whether the applicant has completed other qualifications since leaving school. Students who have completed another qualification will pay a higher student fee.
- For qualifications up to and including Certificate IV, students are entitled to a concession if they receive a Commonwealth Benefit or are the dependent of someone on a Benefit.
- A student may be entitled to an exemption of fees if they are:
 - Aboriginal
 - Disabled
 - Refugee or asylum seeker
 - 15-30 years old and live in Social Housing or are in receipt of Commonwealth benefits or allowances or meet the "Out of Home Care" criteria.
 - Can provide a letter of recommendation from a domestic and family violence service, refuge or other support agency.

All fees collected will be retained by BCC Institute.

- Where applicable (i.e. under certain Awards) the employer will pay the fee for certain Apprenticeships and Traineeships.
- No extra fees will be charged to students under a sub-contracting arrangement.
- Students will be entitled to three attempts to complete a unit of competency without additional cost. Students will be required to repeat a unit of competency if they have still not passed the third attempt.
- Fees will be adjusted to reflect any RPL or Credit Transfer and, if completed after enrolment, any refunds or adjustments to outstanding fees will be made.
- Concession fees will be set on enrolment and cannot be adjusted or claimed after a Commitment ID has been received.
- A payment plan or instalment option is available to students enrolling in full qualification courses.

If a student does not complete a qualification at a certain level, but has completed all the requirements of a qualification at a lower level (that is currently on the College's scope of registration with ASQA) the lower-level qualification will be issued, but no refund will be made or the difference in the student fee refunded.

3. Fee Protection

BCC Institute is aware of its obligation as an RTO to protect any fees students pay in advance under Standard 7.3 of the Standards. The College is covered by ACPET's Australian Student Tuition

Assurance Scheme to protect students in the event that a student is unable to complete a course as a result of the insolvency of the College.

4. Refunds

- **Withdrawal prior to Course Commencement**

Students will be notified prior to enrolment that they can withdraw from the course a minimum of 7 working days prior to the course commencement date and receive a full refund of fees paid.

- **Withdrawal after Course Commencement**

Students who withdraw from a course within 21 days of course commencement will incur an administrative fee of 15% of the total fee payable with a refund payable of any actual payment in excess. Students who withdraw from a course more than 21 days after enrolment will not be entitled to any refund.

If a student indicates they are discontinuing, the College will:

- Attempt to gain formal notification from the student.
- Comply with the College's Fee Administration Policy including in terms of refund of any fees.
- Issue the student with any Statements of Attainment for completed units within 30 days of notice of discontinuation.
- Update the training plan and provide a copy to the student.
- Return results of any assessments to the student.
- Submit any outstanding Training Activity Data.

5. Deferment of Students

Students will be advised of fee implications if they defer in accordance with the College's Fee Administration Policy.

6. Extenuating Circumstances

- All course fees will be refunded where BCC Institute cancels the course prior to commencement. No administrative charges or penalties will be incurred by the student in this instance.
- If for any reason BCC Institute is unable to complete the training, fees paid on remaining units will be refunded and a Statement of Attainment will be issued for units achieved.
- If a student withdraws more than 21 days after enrolment, the College will consider in exceptional circumstances requests for partial refunds on individual application, but there is no guarantee of a refund.

7. Recovery of Fees

A Certificate or Statement of Attainment can only be issued if fees are paid in full by the end of course delivery.

8. Record Keeping

All records of enrolment and all related financial transactions including Funding Claims are maintained in the Student Management System.

Smart & Skilled: Fees & Refunds Policy



Document Control

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