

POLICY

STD 5	Fees and Refunds – VET FEE–HELP		Clause 5.3
Approved:	Laurie Cokell, Chief Executive Officer	Version 1.2	Annual Review Date: January, 2016

1. Policy

1.1 This policy applies to all Learners who are entitled to VET FEE–HELP assistance, even if they choose not to access it.

VET FEE–HELP eligibility:

1.2 To be entitled to VET FEE–HELP assistance a person must

- be either an Australian citizen or the holder of a permanent humanitarian visa who will be a resident in Australia for the duration of the VET unit of study;
- have not exceeded the FEE–HELP limit ;
- be enrolled in a VET unit of study that meets the course requirements;
- be enrolled in the VET unit of study on or before the census date and remain enrolled at the end of the census date;
- meet the tax file number (TFN) requirements; and
- have completed, signed and given to an appropriate officer of Smart City Vocational College a Request for VET FEE–HELP Assistance form on or before the census date.

1.3 Smart City Vocational College will determine if a Learner is eligible for VET FEE–HELP and will comply with privacy requirements when handling personal information as per our *Management of Personal Information Policy*.

Fees and payments:

1.4 A Learner may access VET FEE–HELP to cover the full or partial amount of the tuition fee being charged by Smart City Vocational College for a VET unit of study, so long as the amount does not result in the Learner exceeding the FEE–HELP limit.

1.5 Learners will be informed of all fees payable through the VET Schedule of Tuition fees published on the Smart City Vocational College website www.smartcitycollege.edu.au and the Commonwealth Assistance Notice sent to them on enrolment to their

personal email address. A Learner's tuition fees will not vary through the life of the Learner's enrolled course.

- 1.6 Learners have the option of paying for all or part of their tuition fee for the VET unit of study upfront, utilise VET FEE-HELP or a mixture of both.
- 1.7 Where a Learner withdraws from a VET unit of study on or before the relevant census date, 100% of tuition fees will be refunded to the Learner or they will not incur a VET FEE-HELP debt for that VET unit of study or any subsequent unit of study.
- 1.8 Where a learner does not withdraw or withdraws from a VET unit of study after the relevant census date, they will not receive a refund and will incur a VET FEE-HELP debt for that VET unit of study.
- 1.9 All Learners will be required to withdraw in accordance with the Smart City Vocational College Withdrawal Policy and Procedure.

Refunds:

- 1.10 This does not apply where VET tuition assurance arrangements have been activated and the Learner has elected the VET course assurance option for that unit.
- 1.11 A learner who withdraws after the relevant census date due to special circumstances may apply to have their debt re-credited as per the *Re-crediting a VET FEE-HELP Balance Policy and Procedure*.
- 1.12 Information on how a Learner can apply for a refund or re-crediting of their VET FEE-HELP Balance is located on the Smart City Vocational College website and is found in the Learner Handbook which is provided to the Learner on enrolment.

2. Scope

This policy and procedure applies to Learners and employees of SC Admin Pty Ltd ATF SC Administrative Trust and its associated entities, including Smart City Vocational College Pty Ltd.

3. Definitions

All definitions are detailed in the Glossary contained at the back of the Policy and Procedure Manual.

Learner: where the term learner is referenced in this policy, it is deemed interchangeable with the term 'student'.

4. Change Control Record

Date	9 th October, 2015
Version	Version 1.2
Description	Updating of Fees and Refunds – VET FEE HELP Policy to include clear information to the learner in line with the VET Guidelines 2015.
Author	Ferne Robinson, Compliance Team Leader

5. References

Standards for Registered Training Organisations (RTOs) 2015
 Standard 4 – Clause 4.1
 Standard 5 – Clause 5.2
 VET Guidelines 2015
 Addendum incorporating VET FEE-HELP Reforms 2015/2016

6. Supporting Documentation

Item	Reference
Forms	
Course checklist	
Refund Application Form	
Withdrawal Form	
Related Policy	
Management of Personal Information Policy	
Training and Assessment Policy	
Withdrawal Policy	
Re-crediting a VET FEE HELP Balance Policy	