



## FEES, CHARGES AND REFUND POLICY AND PROCEDURE

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## FEES, CHARGES AND REFUND POLICY AND PROCEDURE

### 1. PURPOSE

The purpose of this policy and procedure is to clearly outline how fees and other related charges cover, how they are applied and related refund guidelines. The policy complies with the Guidelines about Fees for the Skills First as per the VET Funding Contract. It also identifies the processes in place to protect the fees paid by students in advance.

This Policy covers all training courses offered by Saddle On. The proposed fees and charges for the delivery of nationally accredited training and assessment services are checked for compliance with the relevant performance agreement. CEO reviews fees and charges on a regular basis.

### 2. SCOPE

This policy and procedure applies to all enrolments in Saddle On.

### 3. POLICY

Saddle On is entitled to charge fees for services provided to Students undertaking a course of study and for other services Saddle On may provide. The transparency, governance and management of fees and charges are integral to financial transparency and ensuring Students' rights and responsibilities are fully explained and maintained.

Fees and other charges are generally for items such as tuition fee, course materials/textbooks, student services and training and assessment services. The fee and charges information is available to student on Saddle On website and Student Handbook.

### 4. FEES & CHARGES

#### 4.1. Course Fees

Given the benefits that training provides to individuals, students undertaking Training are required to contribute to the costs of their training. Course fees includes Tuition, Materials and student amenities fees. The amount of student out-of-pocket expense may vary depending on the course they undertake. The fee may be paid on student's behalf by an employer or another third party but cannot be paid by Saddle On.

Tuition Fees for Skills First government-funded students are set in accordance with the Guidelines about Fees issued by the Department each year. Tuition fees will be based on a set rate per nominal hour in a student's course. Tuition fees may or may not be applicable to a course. All data including the actual tuition fee per hour (in cents) is maintained in the Student

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Management System, detailed in Statement of Fees and is reviewed for accuracy and integrity on a regular basis.

Saddle On publishes the tuition fees for government subsidised training for each course/qualification on the website.

### 4.1.1. Concession

Concession Fees are applied when eligibility criteria are satisfied. In general, Concession tuition rates are available for concession card holders who meet eligibility requirements.

Concession cards include commonwealth health card, Pensioner Concession. Eligible students who do not hold a concession card are required to pay Basic Fee unless special conditions apply.

### 4.1.2. Full Fee / Fee-for-Service

Where a student is not eligible for subsidized training or choose not to avail government funding, they are required to pay the Full fee. Saddle On does **not accept payment of more than \$1500** from each individual Student prior to the commencement of the course. Payment is due on the day or prior (Max \$1500) to the commencement of the training/recognition.

Saddle On guarantees enrolment of training once full fee is paid.

### 4.1.3. Additional Charges

<b>Miscellaneous Charges – Required for qualifications with work-placement component</b>	
National Police Check (required Prior to Enrolment)	\$ 42.00 <a href="https://www.afp.gov.au/what-we-do/services/criminal-records/national-police-checks">https://www.afp.gov.au/what-we-do/services/criminal-records/national-police-checks</a> )
Working with children check	\$121.40 <a href="http://www.workingwithchildren.vic.gov.au/home/applications/fees/">http://www.workingwithchildren.vic.gov.au/home/applications/fees/</a> )
<b>ADMINISTRATION FEES</b>	
Non-Refundable Enrolment Fee	\$25.00
Issue/ Replacement of Student ID	\$10.00
Resubmission of Assessment	\$20.00 (per unit)

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Reissue of Certificate	\$40.00 (Per certificate)
Reissue of Statement of Attainment	\$40.00 (Per attainment)
Request for Class Transfer	\$50.00
Archive Search	\$40.00

### 4.2. Skills First

The Student tuition fees published are subject to change given individual circumstances at enrolment.

#### 4.2.1. Publication of Fees

Saddle On will publish on its website:

- Standard fees for government subsidised training for each course it offers under the VET Funding Contract
- the caveat that “The student tuition fees as published are subject to change given individual circumstances at enrolment”
- details of any other fees including but not limited to student services, amenities, good or materials

#### 4.2.2. Fee Schedule & Statement of Fees

Statement of Fees means a document for each Skills First Student that sets out fee and other information required by the VRQA Guidelines for VET providers and the Guidelines about Fees. As per the VET Funding Contract, Saddle On must provide Statement of Fees to each prospective student prior to course commencement.

In general, the Fee Schedule and Statement of Fees include following:

- standard and concession tuition fee rates, materials fees and the approximate value of the funding provided by government towards the course in which the individual is considering enrolment.
- the caveat that “The student tuition fees as published are subject to change given individual circumstances at enrolment”
- RTO TOID
- code and title and currency of course/program that the learner is to be enrolled, as published on the National Register
- Training and assessment and related educational and support services that, Saddle On will provide to the learner including the:

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- Estimated duration
- Expected locations at which it will be provided
- Expected modes of delivery
- Name and contact details of any third party that will provide training and or assessment and related educational and support services to the learner on the Saddle On's behalf (as applicable)

### 4.2.3. Concession Fees

For enrolments in courses at the Certificate IV level and below, the Training Provider must charge the concession fee (20% of the standard tuition fees) to an individual who, prior to the commencement of training, holds a current and valid:

- Health Care Card issued by the Commonwealth;
- Pensioner Concession Card; or
- Veteran's Gold Card; or
- an alternative card or concession eligibility criterion approved by the Minister for the purpose of these guidelines.

**Please note:** The concessions provided also apply to a dependent spouse or dependent child of a card holder.

Saddle On must retain a copy of the relevant concession card specified at Clause 3.7 of fee guidelines:

- a. in hard copy or electronically scanned copy where a physical card is presented; or
- b. its equivalent record as extracted from Centrelink Confirmation eServices; or
- c. where the concession card is presented via a Digital Wallet through a Centrelink Express Plus mobile application, of which a copy is not possible, the Training Provider must make a written declaration and attach it to the student's file stating that the digital concession card has been sighted in accordance with Clause 3.7 of Fee Guidelines.

The declaration must include:

- i. Name of the authorised delegate who sighted the digital concession card;
- ii. Date the digital concession card was sighted;
- iii. Document number of the concession card; and
- iv. Name of concession holder.

### 4.2.4. Indigenous Completions Initiative

Under the Indigenous Completions Initiative, for enrolments in a course at any level the Training Provider must charge the concession fee to individuals who self-identify as being of

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Aboriginal or Torres Strait Islander descent (and are reported as such through the “Indigenous Student Identifier” field of the Student Statistical Report).

The Training Provider must retain a copy of the enrolment form on which the individual self-identified as indigenous.

### 4.2.5. Asylum Seeker VET Program

Under the Asylum Seeker VET program, for enrolments in courses at the Certificate IV level and below, the Training Provider must charge the concession fee to an asylum seeker or trafficked person enrolled on or after 1 July 2016.

The evidence of eligibility for concession that should be sighted and retained by the Training Provider is:

- a. a validly endorsed referral form – Referral to Government Subsidised Training – Asylum Seekers from the Asylum Seeker Resource Centre; or
- b. a validly endorsed referral form – Referral to Government Subsidised Training – Asylum Seekers from the Australian Red Cross Victims of Human Trafficking Program; or
- c. where a TAFE Institute or Learn Local Organisation has confirmed a student’s eligibility for the Program, evidence the individual holds a valid Visa type obtained by using the Commonwealth Visa Entitlement Verification Online.

### 4.2.6. Special Consideration for Financial Hardships by Saddle On

- a. An application for special consideration needs to be made to the Chief Executive Officer along with the reasons and circumstances of the financial hardship. The application should mention the future date for the payment of full fees or a request for a payment plan.

If special consideration is granted, a confirmation in writing will be sent to the student confirming the future date for the payment of full fees or outlining the payment plan for the payment of fees

- **Young People on a Community Based Order**

Students on a community-based order (non-custodial) may be entitled to a tuition fee waiver (\$0) at enrolment. They must present a letter confirming their status from the Youth Justice Unit of the Department of Human Services at enrolment.

- **Students from the Judy Lazarus Transition Centre**

Students from the Judy Lazarus Transition Centre may also be entitled to a tuition fee waiver (\$0) at enrolment. Such students are required to present a letter confirming their status from the management of the Judy Lazarus Transition Centre upon enrolment.

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### 5. PROCEDURE

The amount to be charged for training and assessment services will be determined by the CEO and will be consistently documented through all marketing materials and enrolment documentation (Enrolment Form).

Compliance Manager will organise to publish the 'Fee Schedule (Skills First Subsidised Training)' on the website. In an event that there is a change to the published fees, the Compliance Manager will be responsible for organising changes to the 'Fee Schedule (Skills First Subsidised Training)' and for ensuring the schedule is updated on Saddle On's website.

All fees are to be confirmed prior to enrolment and commencement of training. Students will be informed of the fee amount on enrolment and are required to pay their course fees/deposit to confirm their enrolment. The collection of the student fees will be documented by Administration in the Student File.

Student fees are protected by the Saddle On fair and reasonable refund policy and procedure which is provided to students prior to enrolment.

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### Information regarding Fees and Charges

Saddle On applies tuition fees, calculated per nominal hour plus additional fees and charges as outlined in the current Skills First Funding Contract and Ministerial Directions issued. This information is kept up to date and Students are informed that “tuition fees as published are subject to change given individual circumstances at enrolment”

Fees are published on Saddle On’s website, indicating government subsidised tuition fees, any administration fees, fees for services, goods and amenities fees, and material fees where applicable.

All fees that are to be charged to a Student and the terms of a refund documented in the following places:

- a.) Saddle On ‘s website
- b.) Domestic Student Enrolment Form
- c.) Student Handbook

The fees are updated by CEO annually and upon notification on changes to the fees and charges as set in the current Skills First Funding Contract and Contract Notifications issued.

The CEO and Finance team will keep all relevant staff members up to date with all changes to the fees and charges and relevant policies.

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### 5.1. Raising invoices – self/ employer funded students

- Provide individual Statement of Fees to all prospective students prior to the commencement of training, which includes:
  - a. the code, title and currency of the program;
  - b. the total cost to them for their program, taking into account any Fee Concession or Fee Waiver entitlement;
  - c. c) the approximate value of the government contribution expressed in dollars; and
  - d. d) any other applicable fees, such as student services, amenities, goods or materials.
- Saddle On to raise an invoice for the amount in line with the Statement of Fees for the relevant course.
- All Fee Payers should pay their deposit/enrolment fee upon enrolment, preferably prior to course commencement.
- Fee Payers have 30 days to pay an invoice.
- Keep a copy of the invoice on the student's file.

### 5.2. Fee instalment invoices – self/ employer funded students

- Charge fee instalments in line with the payment plan for the course.
- Fee Payers have 30 days to pay an invoice.
- Keep a copy of the invoice on the student's file.

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### 5.3. Invoices

#### 5.3.1. Government funded students

- Invoices should be raised in line with government-funded fees and as agreed to on the *Statement of Fees*. This will normally be received at the time of enrolment.
- If there are Credits applicable, the fees are reduced by the nominal hours x tuition fee per hour for the relevant units. This does not apply to administration fee and materials fees.
- Apply concession rate if a copy of concession card, veteran's gold card or pensioner card is provided and is current at time of enrolment. Concession fee should be 20% of full government funded fee. Concession does not apply to administration fee and materials fees.
- Ensure waivers are granted where there is suitable evidence – refer to the SKILLS FIRST Concession and Fee waiver policy and Guidelines about Fees for what evidence is required.
- Ensure correct tuition fee is reported in AVETMISS files

#### 5.3.2. Full Fee-Paying Students

- Invoice should be raised as per the fees schedule
- If there are Credits applicable, the fees are reduced accordingly. This does not apply to administration fee and materials fees.

### 5.4. Concessions

A Student will be eligible for tuition fee concession if he/she is the holder of one of the following:

- Commonwealth Health Care Card (HCC) (Cert I – Cert IV)
- Pensioner Concession Card (Cert I – Cert IV)
- Veterans' Gold Card (Cert I – Cert IV)
- an alternative card or concession eligibility criterion approved by the Minister

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### 5.5. Fee Waiver

Fee waiver should apply for:

- Young People on Community Based Order

Students on a community-based order made under the Children, Youth and Families Act 2005 (non-custodial) may be entitled to a tuition fee waiver (\$0) at enrolment. The potential student must present a letter confirming status from the Youth Justice Unit of the Victorian Department of Human Services at enrolment. Saddle On must retain a copy of written confirmation from the relevant Youth Justice Unit of the Victorian Department of Human Services that the individual meets the above requirements

- Students from the Judy Lazarus Transition Centre

Students from the Judy Lazarus Transition Centre (as a prisoner within the meaning of the Corrections Act 1986) may be entitled to a tuition fee waiver (\$0) at enrolment. Potential students must present a letter confirming such status from the management of the Judy Lazarus Transition Centre at enrolment.

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### 5.6. Processing Refunds

1. All refund requests are conditional on the following:
  - a. The Institute must have received funds in order for any refunds to be made available (i.e. cheques are cleared, bank transfers have been received).
  - b. Any debts owed to the Institute must be paid in full or the outstanding amounts will be deducted from the refund.
2. When Saddle On is unable to start or deliver the course:
  - a. In the event that the Institute is unable to start or deliver the course, the student can choose to accept either:
    - i. A refund of tuition fees, which will be issued to the student within 28 days.
    - ii. Or be placed in an alternative course with another provider. If the student chooses this option, they must sign a new written agreement to indicate they have accepted the placement.
  - b. If the student chooses to receive a refund of tuition fees, the Saddle On will calculate the unspent portion of tuition fees paid to date (i.e. tuition fees the student has paid for, but which has not been delivered). The refund will be paid within 28 days after cessation of the course.
3. Student withdraws from the course:
  - If a student withdraws from the course **14 days before** the commencement date of the course, 100% of the tuition fees minus administration fee paid for the course will be refunded to the student. Student must withdraw in writing and apply for a refund with Advance Education and Training by completing Refund Application Form. Administration fee is non-refundable.
  - If a student withdraws from the course in **less than 14 days prior** to the course commencement date of the course, 50% of tuition fees minus administration fee paid for that unit of study will be refunded to the student. Student must withdraw in writing and apply for a refund with Advance Education and Training by completing Refund Application Form. Administration fee is non-refundable.
  - No refund is applicable if the student withdraws from the course **after** the course commencement.
4. Special circumstances:
 

Where a student withdraws from the course because of exceptional and extenuating circumstances of a compassionate nature, such as a death or severe illness in the immediate family, 100% of all the unspent fees paid will be refunded.
5. Refund procedure

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- a. The student must complete a Refund Application Form to apply for a refund and attach all evidence and supporting documents. Such documents may include, but are not limited to:
    - i. a completed Withdrawal and Cancellation of Enrolment Form provided by the Institute
    - ii. proof of extenuating circumstances of a compassionate nature
  - b. Refunds will be made within 28 days of the student's written notification being received by the Institute; in the case of Advance Education and Training not delivering the courses refunds will be paid within 28 days.
  - c. The Chief Executive Officer or the officer nominated by him must approve all student refunds.
  - d. Refunds will be paid in Australian dollars to the student or to the person nominated by the student on the refund application.
  - e. Details of refunds provided will be maintained in the student's file.
6. Student's Rights to Appeal
- a. Any student who is refused a refund by Saddle On may appeal within 14 days in writing to the Student Administration.
  - b. Saddle On's appeal process does not restrict the student's right to pursue other legal avenues.
  - c. This agreement, and the availability of complaints and appeal processes, does not remove the right of the student to take action under Australia's consumer protection laws.

### Responsibility

The CEO is to ensure all requirements of this Policy and Procedure are met. All staff and clients adhere to Saddle On Policies and Procedures and it is implemented effectively.

Accounts, Administration and Compliance Department is responsible to charge, record and report the Fee as per the VRQA and VET Funding guidelines.

### Related Documents

- Individual Statement of Fees
- Fee Guidelines
- VET Funding Contract

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