

## PURPOSE

MADEC (MADEC Australia) is committed to providing students access to training services that are competitive and at a reasonable cost. MADEC sets and collects fees and charges for its services and facilities, including providing tuition fee waivers/exemptions, concessions and financial support to eligible students in accordance with relevant regulatory, contractual and business requirements.

## SCOPE

This policy applies to fees and charges applicable to the provision of training delivery including students undertaking training under relevant government training contracts and students paying full fees.

## RESPONSIBILITIES

The National Training Manager has overall responsibility for ensuring compliance with this procedure.

## DEFINITIONS

Accredited Program	Programs which provide state and/or national recognition in accordance with the Australian Quality Framework
Amenities Fee	A compulsory non-academic fee for some training programs for the purpose of providing services and facilities to students.
Eligible Student	An individual who is eligible for training subsidised through the VIC Skills First or SA Government Accredited Training Program in accordance with the eligibility requirements specified in the VET funding Contract.
Full Fees	A fee charged on a full cost recovery basis. This fee may be due to not being eligible for a government subsidised place or the course is non-accredited.
Materials Fee	A fee charged that covers the cost of items such as class materials, textbooks, learner guides, resources and other incidentals that are kept by the student as their personal property.
Tuition Fees	A fee set by MADEC which is calculated based on a defined hourly rate. The rate will vary according to the level of government subsidy, if any.
Evidence of Concession/ Waiver/Exemption	Evidence of an eligible individual's entitlement to concession tuition fees, or to a waiver of or exemption from tuition fees for training subsidised through the Skills First program, in accordance with the guidelines about Fees.

## GENERAL REQUIREMENTS FOR CALCULATION AND LEVYING OF FEES

### Victoria

- MADEC will publish in a prominent place on its website the standard tuition fee payable for each enrolment in a course and all other fees associated with Victorian Skills First Program government funded training.

- Prior to enrolment, eligible students must be supplied with a Statement of Fees. The statement of Fees must provide prospective students with a quote for the total cost to them, for their proposed course of study/enrolment, taking into account their current circumstances (including and eligibility for concession).
- Prior to commencement of training, the trainer or training administration staff must sight and retain copies of all documentation demonstrating an individual's eligibility for the tuition fee waiver/exemption.

## South Australia

- If a course is listed as "FEE FREE on the SA Subsidised Training List (STL)" this indicates that the course is fully subsidised and no Participant Course fee can be charged. Only those courses designated on the STL as Foundation Skills Courses are fee free.
- WorkReady subsidy levels are premised on the principle of co-investment i.e. that in addition to the subsidy, there will be a financial contribution for the training in the form of a Participant Course Fee paid to MADEC by the participant, the employer of a Participant, or some other person or body. The Participant Course Fee cannot be paid or waived by MADEC.
- Where a Participant Course Fee is payable, MADEC must record it accurately in the creation of a training account and must retain evidence of the collection of the fee.
- In accordance with ATSA, MADEC must publish full and accurate information on Participant Course Fees, and any Incidental Fees. MADEC must not charge additional fees such as administration or enrolment fees.
- MADEC must not charge Participants a full fee for service fee upfront and then reimburse the Participant with the WorkReady subsidy when it is received.
- MADEC may not collect a Participant Course Fee for Foundation Skills (FSK) Courses or Bridging Units sourced from the Foundation Skills training package or from Participants entitled to an exception (participants over the age of 16 and who are, or have been, under Guardianship of the Minister).

## **PROCEDURE**

### Victoria

Tuition fees and other fees associated with training delivery will be charged in accordance with relevant regulatory, contractual and business requirements.

Other course fees for subsidised and non-subsidised training will be set as necessary to recover costs associated with the delivery of the training such as an amenities fee and materials fee.

Fees will only be calculated and charged for the hours in which the student is enrolling that will be undertaken in that enrolment period.

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Victorian course fees are set out clearly in MADEC's Course Pricing Schedule which is publicly available via the MADEC website. SA course fees are available by contacting MADEC SA Training.

MADEC will ensure that fees and charges are collected and administered in accordance with the provisions of applicable legislative and contractual requirements.

## **South Australia**

Participant Course Fees will be charged in accordance with relevant regulatory, contractual and business requirements.

Other course fees for subsidised and non-subsidised training will be set as necessary to recover costs associated with the delivery of the training such as an amenities fee and materials fee.

MADEC will ensure that fees and charges are collected and administered in accordance with the provisions of applicable legislative and contractual requirements.

## **CONCESSION FEES**

### **Victoria**

Students claiming a concession must provide evidence they are eligible for the concession at the time of enrolment, otherwise full fees will be charged. The concession fee is calculated as 20% of the total standard tuition fee.

Concession fees are not available for students enrolling into Diploma or Advanced Diploma courses.

If an individual who was previously eligible for a concession becomes ineligible for the concession before the completion of the hours for which they have paid tuition fees, this does not affect the tuition fees payable for the enrolment.

Prior to the commencement of training, MADEC must sight and retain (electronically or in hard copy) copies of all documentation demonstrating an individual's eligibility for the fee concession granted by MADEC for audit or review purposes and to meet the record keeping requirements of the Guidelines. Where a concession card is presented via a Digital Wallet through a Centrelink Express Plus mobile application, MADEC must sight and authenticate the card by viewing the card directly through the Centrelink Express Plus mobile application on the cardholder's mobile device. These cards may not be sighted via a screen shot of the card that is emailed or otherwise produced.

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

Staff should exercise reasonable judgement where a prospective student is not able to produce appropriate proof of concession prior to the commencement of training. For example, the Department would consider it reasonable to allow students a one week grace period to provide their proof of concession, provided that this was documented within a business process and able to be audited.

For enrolments in courses at the Certificate IV level and below, MADEC must 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 Guidelines

The concessions provided for in clause (a) and (b) above also apply to a dependant spouse or dependent child of a card holder.

MADEC must retain a copy of the relevant concession card.

- In hard copy or electronically scanned copy where a physical card is presented; or
- Its equivalent record as extracted from Centrelink confirmation eServices; or
- 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 trainer or administration staff must make a written declaration and attach it to the students file stating that the digital concession card has been sighted. (declaration as per concession status on enrolment form).

## CONCESSION FEES

### South Australia

A Participant enrolled in a course for which a course fee can be charged will be eligible for a Participant Course of Concession if, at the commencement of training in a unit of competency in the course, the Participant holds a current:

- Health Care Card: or
- Pensioner Concession Card: or
- Veteran Affairs Concession Card

MADEC must offer a Participant Course Fee Concession to a Participant who holds one of the above concession cards, and the level of concession must be commensurate with Department of State Development (DSD's) calculation of concession reimbursement described in the next section.

A Participant enrolled in a course for which a fee can be charged will be eligible for a Participant Course Fee Concession if the Participant is a **prisoner** in a South Australian correctional institution. This includes all prison inmates, detainees, people on remand, those held in South Australian institutions in connection with the commission of an offence, and extends to children in South Australian detention centres who are beyond the age of compulsory schooling. Generally, this group of Participants may be referred to a Service Provider through a Prisoner Education Officer.

MADEC must seek evidence of eligibility for a Participant Course Fee Concession from the Participant and record this in the Participant's Training Account to ensure that the correct subsidy is paid.

MADEC must ensure the information about concession eligibility recorded in the Training Account for each Participant is current and maintained throughout the period of the enrolment.

The concession subsidy will only be paid for a resulted unit of competency if the expiry date of the Concession Card is later than the Enrolment Activity Start Date for the unit of competency.

Where a MADEC gives a participant a concession, and the expiry date of the Concession Card is later than the Enrolment Activity Start Date for the unit of competency, MADEC will be reimbursed by the Minister for the Concession saving passed on to the participant, up to a maximum of \$1.35 per hour. The reimbursement cannot be more than the concession given to the participant.

## Calculation of concession reimbursement

The concession reimbursement payable by the Minister is the standard Participant Course Fee for the course, minus \$0.50 per hour of training delivered, to a maximum of \$1.35 per hour. The table below shows examples of concession reimbursement, based on the standard Participant Course Fee charged by MADEC.

Example	Standard Participant Course Fee	Concession reimbursement	Participant pays
A	\$0.50 per hour	\$0	\$0.50 per hour
B	\$0.80 per hour	\$0.30 per hour (\$0.80 - \$0.50)	\$0.50 per hour
C	\$1.85 per hour	\$1.35 per hour (\$1.85 - \$0.50)	\$0.50 per hour
D	\$2.50 per hour	\$1.35 per hour	\$1.15 per hour

## Victoria

### Indigenous Completions Initiative

Under the Indigenous Completions Initiative, for enrolments in a course at any level MADEC must charge the concession fee to individuals who self-identify as being of Aboriginal or Torres Strait Islander descent (and are reported as such through the "Indigenous Student Identifier" field of the Student Statistical Report).

MADEC must retain a copy of the enrolment form on which the individual self-identified as Indigenous.

### Asylum Seeker VET Program

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

Evidence of eligibility for concession that should be sighted and retained by MADEC is:

- a validly endorsed referral form – *Referral to Government Subsidised Training – Asylum Seekers* from the Asylum Seeker Resource Centre; or
- a validly endorsed referral form – *Referral to Government Subsidised Training – Asylum Seekers* from the Australian Red Cross Victims of Human Trafficking Program; or

As a Learn Local Organisation MADEC 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.

### Tuition Fee Waivers/exemptions

MADEC must allow tuition fee waivers/exemptions in accordance with the 2020 Guidelines about Fees – *Skills First Program*

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

MADEC must report to the Department all tuition fee waivers/exemptions granted by the RTO in accordance with the Victorian VET Student Statistical Collection Guidelines as issued by the Department from time to time.

## ***Judy Lazarus Transition Centre***

MADEC must 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*).

MADEC must retain a copy of written confirmation from the management of the Judy Lazarus Transition Centre that the individual meets these requirements.

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

MADEC must not charge a tuition fee for enrolment by an individual Referred to them with a standard Young People Transitioning form Care Referral Form.

MADEC must retain the original Young People Transitioning form Care Referral Form, and return a copy to the relevant referring agency.

*Skills First Youth Access Initiative (TAFE, Learn Local Organisations or the Centre for Adult Education or AMES only)*

MADEC must not charge a tuition fee for enrolment by an individual referred to them with a validly endorsed referral form from either the Department of Health and Human Services, the Department, the Department of Justice and Regulation, or a referring agency (a referring agency is defined for this purpose as an organisation that is based in the State of Victoria that currently receives funding or is contracted by the Victorian Government or the Commonwealth Government to provide services to children, youth or families).

MADEC must retain the original referral form, and return a copy to the relevant referring agency.

## **PAYMENT**

Students have the option of paying by instalment either directly from their own bank or by Centrepay from their Centrelink payments. The relevant forms must be completed and also a MADEC Payment Plan. A \$100 deposit is required at time of enrolment, refer: Payment Plan Procedure.

Alternatively full payment may be made at time of enrolment, up to the value of \$1500. For fees above \$1500 the fee will be invoiced monthly at \$1500 per invoice until full amount has been invoiced to client.

**Third Parties are not permitted to enter into a payment plan with MADEC unless the fee exceeds \$1,500 in which case the fee will be invoiced monthly at \$1500 per invoice until full amount has been invoiced to client.**

## **Victoria**

Each individual will be supplied with a Statement of Fees, being an itemised list of all fees and materials required prior to enrolment.

## **South Australia**

Each individual will be supplied with an Invoice prior to enrolment.

## **REFUNDS**

Students must be provided with a copy of the Withdrawal and Refund Policy prior to enrolment.

## **CONSUMER RIGHTS:**

Individuals are protected under Australian Consumer Law. This includes the provision of a 10 day cooling-off period in circumstances of an unsolicited consumer agreement.

# Student Fees and Charges Procedure



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refer: <https://www.consumer.vic.gov.au/library/publications/businesses/fair-trading/australian-consumer-law-for-training-providers-and-marketers-factsheet.doc>

## REFERENCES

ASQA RTO Standards 2015

2018-2019 Standard VET Funding Contract (extended to 31 December 2020) 2019 Guidelines about Fees  
- *Skills First* Program (version 06.08.2019)

2020 Guidelines about Fees – *Skills First* Program

WorkReady Accredited Training Service Agreement Contract

Consumer Affairs Victoria

## Custodian

National Training Manager