

Student Fees and Refund – TAFE NSW

Written Direction No. WDFSG17201

Approved by: Chief Financial Officer

Approval Date: 31 October 2017

Effective From: 01 November 2017

1. Introduction

This policy applies to Student Fees, Concession Fees and Additional Costs and other charges paid by TAFE NSW students and refunds of those fees, costs and charges.

2. Purpose

This policy identifies TAFE NSW students' obligation for payment of the Student Fee, Concession Fee and, where applicable, Additional Costs determined by their enrolment conditions, other charges which may apply during their training, and the relevant refund conditions on fees, costs and charges.

3. Scope

This policy applies to students enrolled in TAFE NSW training, excluding TAFE NSW students who are covered by the VET Student Loan Tuition legislation or the Higher Education Student Loan legislation.

Contracted Training is excluded from the scope of this policy as the fees and refund conditions are managed by the specific Terms and Conditions of each contract.

4. Policy

TAFE NSW is required to advise students of the fees, costs and charges related to their training, including the eligibility criteria governing access to subsidised training and access to the Student fee, Concession Fee and Fee Exemption conditions, and where applicable, fee waivers. The advice to students will include information on payment options and instalment payment schedules, and refund conditions.

All TAFE NSW students to be enrolled and have access to training are required to pay, either at enrolment or by the due date/s of an instalment payment schedule, the Student Fee, Concession Fee, or be eligible for a Fee Exemption.

For NSW subsidised training delivered by TAFE NSW, including under Smart and Skilled, the Student Fee, Concession Fee and eligibility to a Fee Exemption are determined by the NSW Government's annual price, fee and subsidy setting process.

For training delivered by TAFE NSW, other than Smart and Skilled, the Student Fee, Concession Fee, Additional Costs and charges and eligibility to a Fee Exemption are determined by TAFE NSW and reviewed on an annual basis.

Where the Student Fee or Concession Fee, or instalment on this fee, has not been paid at enrolment or by the due date of an instalment payment schedule, the student will be restricted from access to enrolling, attending and/or participating in training, to training materials and to services delivered by TAFE NSW and will not be issued student documentation such as transcripts or testamur.

4.1 Fees

Students enrolling into study in TAFE NSW will be charged and are required to pay the Student Fee or Concession Fee, unless eligible for a fee exemption, and any Additional Costs relevant to their training and determined at enrolment.

4.1.1 The Student Fee, or Concession Fee, is for:

- a. The course or training into which the student has enrolled;
- b. The first attempt at training in any unit of competency within the enrolled course or training, and separate costs may be charged for additional attempts of a unit of competency.

4.1.2 Fees for training delivered by TAFE NSW:

- a. For Smart and Skilled government subsidised training delivered by TAFE NSW,
 - (i) the eligibility for a student to enrol into subsidised training and pay the Student Fee, a Concession Fee or access to a Fee Exemption is as defined under the Smart and Skilled conditions current at time of enrolment;
 - (ii) where the student receives credit transfer for previous study, the Student Fee or Concession Fee will be amended as per the Smart and Skilled conditions current at time of enrolment;
 - (iii) where the student is granted recognition of prior learning (RPL) during their training, the Student Fee or Concession Fee will be amended as per the Smart and Skilled conditions current at time of enrolment;
- b. For Fee for Service training delivered by TAFE NSW, students including International Students, will pay the Student Fee determined by TAFE NSW and current at time of enrolment;
- c. For State and Commonwealth government and other subsidised programs delivered by TAFE NSW, a student will pay the Student Fee, Concession Fee or receive a Fee Exemption as defined under the conditions of the program and current at time of enrolment;
- d. Additional Costs may be charged at enrolment and are determined by TAFE NSW;
- e. Other charges which may be incurred during training, for example a library fine or application for an embedded qualification, are determined by TAFE NSW.

4.1.3 Conditions of payment are:

- a) A student must pay the Student Fee or Concession Fee, the first instalment of the Student Fee or Concession Fee, or be granted a Fee Exemption, prior to attendance and/or participation in training, with this payment confirming the enrolment into training;
- b) The Student Fee or Concession Fee must be paid in full, prior to attendance and/or participation in training, for training of nine (9) weeks or less duration;
- c) The Student Fee or Concession Fee is to be paid in full at enrolment or as per the instalment payment schedule of the enrolment;
- d) Where the Student Fee or Concession Fee is to be paid by instalment, the student is required to pay the instalment amounts by the due dates;
- e) Where an individual or legal entity accepts responsibility for the payment of the Student Fee or Concession Fee, on behalf of the student, they are bound by the conditions of this policy;
- f) TAFE NSW students may be required to pay Additional Costs at enrolment and/or other charges during or at withdrawal of training, such as a library fine or application for an embedded qualification.

4.2 Refunds

TAFE NSW students may, in certain circumstances, be eligible for a refund or partial refund of the Student Fee, Concession Fee or Additional Costs paid to TAFE NSW.

The circumstances where a refund may apply are:

- a) If TAFE NSW cancels the delivery of training, the Student Fee or Concession Fee will be refunded;
- b) If TAFE NSW cancels the delivery of training, the Additional Costs, where the equipment or services purchased have not been used/accessed and are returned to TAFE NSW, will be refunded;

- c) If the student makes a payment more than the Student Fee or Concession Fee, including where the student is determined to be eligible for a Fee Exemption or Concession Fee after such payment, the amount overpaid will be refunded;
- d) For subsidised training, if the student formally withdraws before the commencement of training delivery or classes, then the Student Fee or the Concession Fee paid at enrolment will be refunded;
- e) For Fee for Service training, where the student formally withdraws before the commencement of training, and the training is
 - (i) less than one (1) week duration, the student must formally withdraw five (5) business days before commencement of training to be eligible for a refund;
 - (ii) greater than one (1) week duration, then the Student Fee will be refunded;
- f) If the student withdraws after the commencement of training delivery or classes,
 - (i) the instalment fees paid and due at the date of withdrawal from training are non-refundable;
 - (ii) a partial refund will be available where the student has made fee payment/s against future-dated instalments due after the date of withdrawal.

Additional Costs are non-refundable after commencement of training and/or provision of equipment and/or services.

International Students are governed by separate refund conditions as identified by the Terms and Conditions of their enrolment.

5. Responsibilities

Position	Responsibility
TAFE NSW students	Students of TAFE NSW are required to: <ul style="list-style-type: none"> - provide true, accurate and complete information at enrolment to determine <ul style="list-style-type: none"> - eligibility to the Student Fee, or - eligibility to a Concession Fee or Fee Exemption ; - make Student Fee or Concession Fee payment or first instalment of the Student Fee or Concession Fee at enrolment; - make instalment payments by due dates, as identified in the instalment payment schedule at enrolment; - provide notice of withdrawal and request for refund.
TAFE NSW	TAFE NSW is required to provide: <ul style="list-style-type: none"> - fee and additional cost information on training offered by TAFE NSW; - information on the conditions of the fee instalment payment schedule option taken by the student at enrolment; - information on the conditions for withdrawal from training and eligibility for a refund; - information to students on the consequences of the non-payment of fees and additional costs; - access to eligibility criteria and conditions of enrolment, fees and refunds, including the <i>Smart and Skilled Fee Administration Policy</i>.

6. Definitions

Term	Meaning
Additional Costs	Personal costs to students, over and above the Student Fee, where the student chooses to purchase from TAFE NSW, for example, essential equipment and other items, or a non-essential item, or an alternative form of access to an essential item

Term	Meaning
	or service of the training.
Student Fee	The Student Fee is the amount paid by a student for enrolling into and undertaking training with TAFE NSW. The amount of the Student Fee is subject to whether the training being delivered is government subsidised training, including under Smart and Skilled, or Fee for Service training.
Concession Fee	A discounted Student Fee for a student who is enrolled into government subsidised training, including under Smart and Skilled, at a Certificate I up to and including a Certificate IV qualification level, and who receives a specified Commonwealth Government welfare benefit or allowance.
Contracted Training	Training delivered under contract between TAFE NSW and a third party. The contract between the two parties details the enrolment requirements, course costs and fees to be paid by students and refund conditions.
Fee Exemption	A student who is enrolled into government subsidised training, including under Smart and Skilled, and who meets defined criteria current at time of enrolment is eligible for an exemption from payment of the Student Fee or Concession Fee.
Fee for Service Training	Training for which all of the cost is borne by the student or a person or organisation on behalf of the student.
Subsidised Training	Training costs are borne by students and State and/or Commonwealth Governments. Enrolment requirements are established by Government including applicability of Concession Fee or Fee Exemption. The students pay a proportion of the course costs as a 'Student Fee' with the Government paying a 'subsidy' to TAFE NSW for the balance of the course cost.

Additional definitions are covered within the Related Documents.

7. Related Documents

This policy should be read in conjunction with the following related documents:

- a) Enrolment Policy – TAFE NSW
- b) Student Fees and Refunds Management Procedure – TAFE NSW
- c) Withdrawal/Refund Application Form
- d) Consumer Protection Policy – TAFE NSW
- e) VET Student Loan Tuition Fee and Refund Policy – TAFE NSW
- f) Smart and Skilled Operating Guidelines
- g) Smart and Skilled Fees Administration Policy
- h) TAFE NSW International Student Application form – Terms and Conditions

8. Contacts

Accountable Officer General Manager, Student Services
 WD Officer Manager, Operations & Regional Support

9. Document Information and Review

This policy document will be reviewed at least every three years.

Record No. tbc

Review Due: 1 JULY 2018

Approval History

No.	Effective	Approved by	Amendment
1	1 November 2017	Chief Financial Officer	New policy