

## **2.4 Student Fees Policy**

Policy Number : 2.4 NVR 7.3	Approved by Board
Version: 11	Date: 13/01/2020

## **Student Fees Policy**

### **Fees and charges**

The College, through its commitment to the provision of lifelong, life-wide learning, will set and adjust fees charges according to identified need. It is the intent of this policy to ensure ongoing access and availability of community learning opportunities and that these opportunities remain affordable to the population. Moreover, this policy exists in parallel to the requirements of the Standards of Registration for Registered Training Organisation's (RTOs).

To this end, the setting of fees and charges will remain dependent upon a number of factors. These factors align to organisational strategic direction. Additionally, strategy development primarily involves the provision of learning opportunities which align with contextual community development needs. In pursuit of these strategies, the college will determine and amend fees and charges. Furthermore, alteration to set fees may occur in the absence of notice.

### **Procedure**

#### **Payment of fees**

The college offers a range of options to process financial transactions for college service fees and charges (Activities). The College will receive payments for services via payment of Cash, Electronic Funds Transfer (EFT), MasterCard and VisaCard. Additionally, Business customers are provided additional payment options through the provision of accounts which enable the business to be invoiced for college activities. Business entities are also provided with the additional payment option through payments made via Bank Cheque. The college also offers a direct debit system (Ezidebit ®) to facilitate access to college activities through the staged payment of fees.

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### **Activity fees less than \$1,500.00**

Where an activity fee is less than \$1,500.00, the college will require the fee to be paid in full prior to commencement of the nominated activity.

### **Activity fees exceeding \$1,500.00**

Where an activity fee exceeds \$1,500.00, the college will not charge students in advance for services in increments of more than \$1,000. However, The College must receive payment or have a contractual commitment (Ezidebit®) for the initial payment amount as determined by the agreement reached with the college. Additionally, first instalment amounts must be paid to the college prior to the commencement of the nominated activity.

### **Cooling Off Period**

The college offers students a one month cooling off period aligned to college activities where a course and or activity fee exceeds \$1,500.00.

The Cooling-off Period of one month (one month, 4 weeks) will be determined by the individual's start date of enrolment and extends to the same date in the following calendar month.

Students who wish to withdraw from the course and or activity within the cooling-off period are required to notify WRCC in writing of the intentions. Furthermore, Students who decide to withdraw from the course and or activity will not be required to make any further payments towards the enrolled activity. However, amounts previously rendered against the enrollment in question are not refundable and are subject to the college's refund policy. **See WRCC Refund Policy**

Students deciding to withdraw from activities outside of the one-month cooling-off period will remain liable to agreed to pay all fees and charges as specified by all documents relating to the enrolled activity.

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### **College credit terms**

The use of college's credit terms remains available to organisations' or business entities only. Additionally, entities that maintain accounts with the college are required to adhere to the College's credit terms. The college trading terms require the college to receive payment for activities, within a thirty-day period of the invoiced amount falling due. Where outstanding amounts exceed the college credit terms (30days), the college may, at its discretion revoke credit.

Where the college withdraws credit to any organisation. The college at the request of the entity will reassess the provision of credit once the organisation's account is rectified and is in alignment with the college's credit terms (30 days).

### **The College refund policy and invoiced fees charges**

Where an organisation is invoiced for college activities, the college determines the date of the invoice as the date of effect for the College's Refund Policy (see WRCC Refund Policy)

### **Concessions**

The College offers fee concessions to individuals who hold either a Health Care Card or Aged Care/Pension Card. The total concession provided will be 10% of the activity fee. Additionally, any concession provided is not transferable and is provided to the individual named on specific concession cards. WRCC concessions do not extend to the equipment and materials required to participate in the activity.

### **Credit/Credit Notes**

Credits and credit notes held by WRCC will expire after twelve months after the date of credit, a credit note issued.

### **Fees for re-assessment**

The College, in line with the Colleges Assessment Policy and Code of Conduct, will facilitate opportunities for students to undertake assessment and opportunities to demonstrate competence. However, in certain situations, the college may charge an additional fee to enable a student to be reassessed. Such situations would align to

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events where the reassessment activity involves students lack of engagement in preparation for assessment and or timely attendance at scheduled assessment activities/events. Specific fees are determined within WRCC Fees Schedules.