



PP005 Fees and Charges Policy and Procedure

Version Control

Version	Date	Description
1	25/06/2013	Initial approved document
2	June 2018	Update to match current ASQA Standards for RTOs
3	April 2019	Clarification of circumstances where a refund is offered.
4	August 2019	More specific detail of learner's rights
5	30/06/2020	Updated to reflect current SA requirements
6	24/8/2023	Wording changes

POLICY

Norgrove Training's **Fees and Charges Policy and Procedure** provides applicants and students and where relevant, their employers, with accurate and timely information in relation to all fees and charges related to their course of interest, including, but not limited to:

- tuition, student services, amenities and incidental fees, and
- fees and charges, including subsidies for Government funded training places.

Norgrove Training is committed to providing students, both prospective and actual, with clear and accurate information regarding fees and charges, in relation to their enrolment. Norgrove Training is equally committed to ensuring consumer protection laws are adhered to, in the application of this Policy and Procedure, including student rights to a refund, dependant on the circumstances and in line with its related **Withdrawals, Deferral and Refunds Policy and Procedure**.

Norgrove Training ensures all applicants/enrolling students receive advice about the fees and charges as they apply to their course of interest, prior to enrolment. This is provided in a **Memorandum of Understanding** document. Each training product has an established fee which varies depending on the nature of the training product, the units undertaken and the learner's circumstance, such as eligibility for South Australian Government Skilling South Australia subsidy. Students who are not eligible for any subsidies or concessions will pay the full fee rate.

SCOPE

This Policy and Procedure covers all of Norgrove Training's student in-bounding services.

All student services, administration and management staff must adhere to this Policy and Procedure.

RESPONSIBILITIES AND ACCOUNTABILITIES

This version of the Policy and Procedure and any amendments to related documents, have been authorised by Norgrove Training's Chief Executive Officer (CEO). The RTO Manager, as delegated by the CEO, is responsible for ensuring this Policy and Procedure is implemented at all times. The RTO Manager is also responsible for ensuring this Policy and Procedure is maintained and up to date through an annual revision, as well as through any ongoing quality activities, including audits and feedback.

PROCEDURES

Norgrove Training is committed to protect and safeguard all students' fees and to ensure that no student is disadvantaged. The **Fees and Charges Policy and Procedure**, sets out to ensure the following principles are adhered to by all staff responsible for the pre-enrolment, application, and enrolment of student:

- **Transparency** – all fees and charges are transparent, and students have access to the necessary information to make informed decisions, regarding their training.
- **Accessibility** – equitable access to publicly funded training (where eligible).
- **Procedural fairness** – fair and just procedures for the administration of all fees and charges, including protection for students whereby, Norgrove Training ceases to provide a course of study in which a student is enrolled.

Norgrove Training adheres to all regulatory and statutory requirements about fees and charges, or any subsequent relevant directions, in regard to the imposition and collection of tuition fees and other fees for Government subsidised and fee-for-service training, together with financial and accountability requirements with regards to student fees.

Setting of Fees and Charges

The fees and charges for each course are determined on an annual basis by the CEO and made available through the specific **Qualification Brochures**, available on Norgrove Training's website.

The CEO will set fees and charges for:

- accredited and subsidised courses, through the SA Government's Skilling South Australia funding
- accredited and fee-for-service full qualification courses, and
- accredited and fee-for-service short qualification courses, such as skill sets and stand-alone units of competency.

Norgrove Training course fees and charges cover:

- tuition fees
- course learning and assessment materials
- conducting of all assessments
- in-house student support services

Materials Fee

Materials fees may be charged to cover the cost of any materials/aids required to complete the training. Any items covered under Norgrove Training's Materials Fee become the property of the student, upon full payment of this fee. Information about material fees is included in the **Additional Student Expenses Fact Sheet** and is always supplied to the applicant as part of Norgrove Training's pre-enrolment process by the Administration team.

Fees and Charges Information

The Administration team ensures that all applicants are provided with complete fees and charges information, as part of their application and enrolment process. This is undertaken through the 1:1 application process with Norgrove Training's designated enrolling officer (part of the Student Services team), where the applicant has the opportunity to ask questions about any aspect of the fees and charges. The applicant is provided with fees and charges information through referral to the **Qualification Brochure** and the **Application and Enrolment Information Sheet**. Where some courses include additional student

expenses, these are provided up-front, through the issuing of the **Additional Student Expenses Fact Sheet**. Confirmation of receipt of all fees and charges information is recorded through the applicant's declaration on the **Registration Form**.

Norgrove Training does not accept payment of more than \$1,500 from an individual student prior to the commencement of any accredited course. Following course commencement, students can pay Norgrove Training the balance of fees in instalments, but not exceeding more than \$1500 at any time.

Fee Concessions

Norgrove Training offers concessions to applicants who are eligible for a Skilling South Australia subsidised place and who hold:

- hold a health care card.
- hold a pensioner concession card.
- hold a Veteran Affairs card, or
- are a prison inmate, a detainee, on remand, held in a South Australian institution in connection with the commission of an offence, or a child in a South Australian detention centre older than 16 years.

No concession or exemption will apply to non-government subsidised training services, including fee-for-service.

Skilling South Australia applicants may be eligible for a concession or exemption, if a third party does not pay the fees and charges on the applicant's behalf. A third party is usually in this instance, an applicant's employment service agency.

Norgrove Training promotes the availability of fee concessions and exemptions, as part of its inbound material, including:

- website information
- student **Memorandum of Understanding**, and
- **Student Handbook**.

It tests for the applicant's eligibility through its **Registration Form**.

Government Subsidised Training - Determining Fee Concessions

To claim a concession and pay reduced course fees, applicants (where their fees and charges are not paid by a third party) considering enrolling in a Skilling South Australia subsidised place, must provide evidence of:

- a relevant concession card with the expiry date or
- a Centrelink customer reference number.

This must be provided at the time of application.

Where a fee concession is granted, the Administration team record it in the Participant's **Training Account** to ensure that the correct subsidy is paid. This is carried over to the student's individualised **Memorandum of Understanding**, which the students receive the original, a signed copy is held on the student's file. Norgrove Training ensures the information about concession eligibility is current and maintained throughout the period of the enrolment, through the record in both the Training Account and the **Memorandum of Understanding**.

Where Norgrove Training 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, it will be reimbursed by the Minister, for the concession saving, passed on to the student, up to a maximum of \$1.35 per hour.

Calculation of Concession Reimbursement

Norgrove Training will use the following subsidy calculation for all students eligible for a concession to their fees:

<i>Standard Participant Course Fee</i>	<i>Concession reimbursement</i>	<i>Participant pays</i>
\$0.33 per hour	\$0.10 per hour (\$0.33 - \$0.20)	\$0.22 per hour

The concession reimbursement payable by the Minister to Norgrove Training, equates to the concession amount provided to the student which is the standard Participant Course Fee for the course, minus \$0.10 per hour of training delivered. The calculation of the concession reimbursement is based on the information provided in the creation of the student's **Training Account**.

Government Subsidised Training - Determining Fee Exemption

Participants over the age of 16 and who are, or have been, under the Guardianship of the Minister for Education and Child Development (or interstate equivalent) on any guardianship order, will be eligible for a Participant Course Fee exemption.

Where a Participant is entitled to an exemption of the course fee, Norgrove Training will not impose a participant course fee.

Gaining Competency at a Later Date

A student who has attended the unit workshop(s), but not been assessed, may decide at a later date to complete the unit assessment to gain competency. The student will be charged a fee for the assessment process to be completed. This will be negotiated at the time with the RTO Manager.

Non-Attendance Fee

Students **may be** charged a \$50 non-attendance fee if they do not provide more than 48 hours' notice, that they will not be attending the scheduled workshop. Norgrove Training should be notified of planned non-attendance as soon as possible. Norgrove Training will endeavour to reschedule the student into a make-up workshop or offer an alternative method of delivery.

Recognition of Prior Learning/Current Competencies Fees

RPL/RCC applicants are advised that this service will incur a \$400 per unit assessment fee as part of the application – specifically on the **RPL-RCC-CT Application Form**. Payment is due, in full, prior to the service being commenced by Norgrove Training staff.

Credit Transfer Fees

There is no cost associated to do credit transfers.

Student Services Fees

Norgrove Training has a range of in-house student support strategies and resources in place (refer to **Student Services Policy and Procedure**). There is no cost associated with accessing these support services. However, should a student be referred to an external expert agency for assistance, a fee may be incurred – this is specified on Norgrove Training's **Student Support List** and is always pointed out to the student, as part of the referral.

Issue of Invoice

Norgrove Training will raise invoices at the agreed milestones in the student's **Memorandum of Understanding**.

Invoices are compliant with ATO requirements and contain the:

- Invoice number
- Invoice date
- The payment amount
- Brief description of service provided, and
- Name of person/organisation responsible for payment.

Norgrove Training records invoices in VETtrak and payments are recorded in VETtrak and XERO.

Receipts are issued if credit card or cash payment is received, or upon request.

Payment Terms

Invoices will be issued as per the milestones outlined in the individual student's **Memorandum of Understanding**.

Norgrove Training accepts payments made by a third party, on behalf of a student, such as an employment services agency. A 21 day payment term applies.

For fee for service students, a \$400 up-front fee is required and full course payment prior to the commencement of the work placement.

Norgrove Training will not issue certification documentation, until all fees have been finalised.

Late Payment Fees

3% late payment fee may be applied to invoices paid outside the above stated payment terms.

Hardship

If an applicant or enrolled student is experiencing financial hardship, Norgrove Training will endeavour to make alternative arrangements, including putting a payment plan in place.

In the first instance, the applicant or enrolled student must request an alternative arrangement, by speaking to Norgrove Training's enrolment representative – usually the Administration team. The Administration officer will in turn present the student's circumstances to the RTO Manager, who has the discretion to approve any amendments to Norgrove Training's standard fee payment terms and conditions.

The RTO Manager's decision is recorded on the student Memorandum of Understanding, which is considered by the student, prior to enrolment. If satisfied with the arrangement, the student signs the MoU as a record of their acceptance of the adjusted arrangement. Should the arrangement not be satisfactory, the individual is advised to consider lodging an appeal of the RTO Manager's decision, through Norgrove Training's **Complaints and Appeals Policy and Procedure**.

Payment Options

Credit Card Payments- Complete the section on the Memorandum of Understanding (MoU), call 08 8132 0095 or email details to ntfinance@norgrovetraining.com.au

EFT Payments- Made directly to Bank SA

BSB: 105 010

Account Number: 108640240

Fax/Email remittance to 08 8132 0095/ ntfinance@norgrovetraining.com.au

Cash Payments- In Person at Norgrove Training

199 Ward St, North Adelaide, or

Ramsay Place, Noarlunga

SOUTH AUSTRALIAN FUNDING REQUIREMENTS

There are no additional requirements (specific requirements have been covered in the body of this Policy and Procedure).

TRAINEESHIP REQUIREMENTS

Many modern awards require employers to pay for or reimburse the trainee for the cost of training co-contribution fees and training resources, such as textbooks, as long as they make satisfactory progress. Where the award or industrial agreement does not state whether the trainee or employer is responsible for these costs, Norgrove Training advises the employer, to specify their preference: it is important that the employer makes their decision whilst negotiating the **Training Contract**.

Each approved trainee will receive an individualised Memorandum of Understanding which outlines their training co-contribution fees and payment terms and conditions.

The Norgrove Training component is funded through the SA Government and the training co-contribution fee is provided by the employer or trainee (whatever has been decided – refer above). Both fees are provided directly to Norgrove Training.

Many modern awards also state, that employer must pay for the trainee's travel to and from training, including meals whilst travelling. Norgrove Training's staff advise the employers, that they can apply to the SA Traineeship and Apprenticeship Services to receive the State Government travel and accommodation allowance on behalf of their trainee, by Ph: 1800 673 097. This information is provided as part of the **Employer Information Sheet (traineeship)**.

SUPPORTING DOCUMENTS

D005-01	MoU template (with terms and conditions)
D002-05	2021 Registration Form
D001-01	Qualification Brochure Template
D002-04	Application and Enrolment Information Sheet
D002-16	Additional Student Expenses Fact Sheet
D002-18	Employer Information Sheet (traineeship)
D002-01	Student Handbook
D007-04	Student Support List
D004-01	RPL-RCC-CT Application Form

SUPPORTING CHECKLISTS

C002-01	Pre-Enrolment Document Checklist
C002-02	Student Application and Enrolment Checklist

RELATED POLICIES AND PROCEDURES

PP001	Marketing Policy and Procedure
PP002	Application and Enrolment Policy and Procedure
PP015	Withdrawals, Deferments and Refunds Policy and Procedure
PP004	Recognition of Prior Learning (RPL) and Credit Transfer Policy and Procedure
PP007	Student Support Policy and Procedure
PP011	Complaints and Appeals Policy and Procedure