

E

Enrolment

E3 Fees

Standards Evidenced	5.3, 7.3
Standards Referenced	

Purpose

Master Plumbers has a defined policy that ensures the financial protection of prospective and current learners by adhering to requirements outlined in the *Standards for Registered Training Organisations (RTOs) 2015, Skills First Program – VET Funding Contract* and Commonwealth consumer protection legislation.

Definitions

Skills First Program

The Victorian Government's program for funding individuals' *Skills First* Entitlement.

Student Fee

The Student Fee is the amount paid by a learner for enrolling into and undertaking training with Master Plumbers. The amount of the Student Fee is subject to whether the training being delivered is government subsidised or Fee for Service training.

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.

Fee Waivers

Circumstances as specified in the Guidelines About Fees – Skills First Program in which eligible learners are exempt from tuition fees.

Fee Concessions

A discounted Tuition Fee for a learner who is enrolled into government subsidised training in which an eligible individual must be charged no more than 20 per cent of the published standard tuition fee.

Statement of Fees

A document for each Skills First learner that sets out fee and other information required by the National RTO Standards and the Skills First Guidelines about Fees.

General policy

Master Plumbers will levy fees from learners for the provision of training services, ensuring the consumer rights of the learner are protected and best practice financial practices are followed. Master Plumbers is required to advise learners 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 and Concession Fee and where applicable, fee discounts based on membership entitlements as published in the training schedule. The advice to students will include information on payment options and instalment payment schedules, and refund conditions.

Schedule of fees and charges

(Standard 5.3)

Government subsidised training delivered under The Victorian Government's 'Skills First Program' including Fee Waivers, Concession Fee and eligibility to a Fee Exemption or subsidy are determined by the Victorian Government.

Master Plumbers provides learners, before they enrol, with information about the relevant fees and charges for their selected course. This includes:

- Statement of Fees outlining course fees, which may be broken down to tuition fees, materials fees, government contribution and other charges;
- Additional charges, such as tools;
- Administration charges, including re-issuance of certificates;
- Payment options and terms;
- Consumer rights protection;
- Refund and cancellation policy; and
- Payment plan options.

Government funded courses will have fees and charges information detailed in the course fees schedule document.

Fee for services courses will have fees and charges information detailed in the Master Plumbers training schedule and on the Master Plumbers website.

Collection and payment of fees

Master Plumbers may collect fees using a variety of mechanisms including, but not limited to:

- Cash;
- Direct transfer; and
- Credit card.

Learners must pay all fees by the due date specified on their Fees Invoice.

Members of certain organisations may be exempt from paying fees for training, others may pay a reduced rate. The rate is defined in the Fees Schedule. These learners' fees are subsidised by the Industry Funds.

Master Plumbers will provide a tax invoice for all required course fees and will follow Australian accounting standards to record the payment of invoices, issue receipts for payments received and accrue debts.

Where the Student Fee or Concession Fee is to be paid by instalment, the learner is required to pay the instalment amounts by the due dates. Where an individual or legal entity accepts responsibility for the payment of the Student Fee or Concession Fee, on behalf of the learner, they are bound by the conditions of this policy.

Full payment for all courses must be received by Master Plumbers seven (7) days before course commencement unless the learner has applied for a payment plan.

For further information on the financial controls implemented by Master Plumbers refer to the [R7 Risk Management and Internal Audits Policy](#).

Non-payment of Fees

Master Plumbers issues a fees reminder via SMS where payment has not been made by the due date of the Fees Invoice. If the outstanding debt is not paid Master Plumbers may take the following action:

- place an encumbrance on the learner's enrolment;
- suspend the learner's enrolment and restrict access to the training facility and support services;
- subsequently cancel a learner's enrolment; and
- not allow a learner to graduate or receive final results or an academic record until all outstanding debt is paid.

A fees-related encumbrance on a learner can only be placed or removed by Master Plumbers Finance. An encumbrance will only be removed from a learner's enrolment when all outstanding fees are received.

Learner fee protection

(Standard 7.3)

Master Plumbers will not collect more than \$1,500 as payment of fees in advance from an individual learner. Additionally, Master Plumbers will not require a learner to make subsequent payments which would result in a total of more than \$1,500 being collected in advance for that learner.

This restriction does not apply when an employer and/or the PJTF is funding the training of a learner. When this is the case, Master Plumbers reserves the right to collect more than \$1,500 in advance and to hold a balance of more than \$1,500 paid in advance for a learner.

Master Plumbers maintains a separate general ledger account to record receipt of fees.

Payment plans

Learners enrolling in full government funded qualifications may apply for a payment plan to assist them pay their course fees in mutually agreed instalments. Approved payment plans will detail the instalment amounts and due dates. An administrative charge will be added to the total fee for the course.

Cancellation and refunds

Master Plumbers has implemented a refund and cancellation policy that applies to all fee for service courses. Master Plumbers has a specialised refund and cancellation policy for government funded qualifications.

All learners are made aware of the refund and cancellation policy that relates to their course as part of their pre-enrolment process. Refer to the [E1 Pre-Enrolment Review Policy](#) and [E4 Refunds and Cancellations Policy](#).

Consumer rights protection

Beyond the Master Plumbers refund and cancellation policy, all learners are entitled to any consumer rights afforded them by state or Commonwealth law. This includes, but is not limited to, the application of any cooling-off period which applies.

Apprenticeships

If Master Plumbers is to deliver [Australian apprenticeships](#), specific fee levying requirements will apply. In such cases the appropriate alternative supporting process should be utilised in place of the Collection of Fees process.

Government funding

Master Plumbers will apply a predetermined fee levying schedule where State or Commonwealth government is applicable in the provision of training services. In such cases the appropriate alternative supporting process should be utilised in place of the Collection of Fees process.

For more information on the delivery of government funded programs, refer to the Government Pillar.

Supporting Processes

The following processes are defined to ensure these policy requirements are met:

Process Name	Purpose
Develop fees and charges schedule	Process to determine fees and have them approved
Collect learner fees	Process to collect and receipt fees for service
Manage payment plans	Process to collect and reconcile part-payments of fees
Update marketing materials	Process to ensure that changes in the fees structure are communicated through all marketing and information channels
Manage fees and charges in excess of \$1500	Process to ensure that where fees in excess of \$1500 are to be collected, learners will be invoiced at predetermined periods that are at or below the fee threshold.
Audit financial records	Annual financial auditing procedure to confirm no fees over \$1,500 were incorrectly collected

Supporting Forms and Documents

Document Identifier	Name
***	Schedule of Fees
***	Guidelines about Fees – Skills First Program (Department of Education and Training)
***	Standard VET Funding Contract
MPD_Inv&Fees	Invoicing and Fee Collection Procedure (Funded Programs)

Evidence

Source	Demonstrating
Schedule of fees and charges	Financial records

--- End of Policy ---

Approval

Approved By	Position	Signature	Date
Brendan Gould	Manager Training and Industry Development		26/04/2021

Version Control

Version #	Date	Changes
1.0	26/04/2021	First release