

## 1 Purpose

To ensure student fees are charged, received and refunded in a consistent, equitable and transparent manner as per the Institute's Fees and Charges Policy.

## 2 Scope

This procedure applies to all staff calculating and taking payment for student fees (in all Government subsidised and non-subsidised accredited training and lifestyle courses).

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## 4 Definitions

ACRONYM / Term	Definition
<b>Cost Recovery Guidelines</b>	To clarify Government's policy principals underpinning cost recovery arrangements, and provide a rigorous framework for use by Government departments
<b>Executive Leadership Team</b>	Includes the Chief Executive Officer, General Manager Operations and General Manager Corporate Services and/or Chief Financial Officer
<b>SMS</b>	Student Management System
<b>The Board/The Responsible Body</b>	The Board is established by the Minister to oversee and govern Sunraysia Institute of TAFE
<b>The Institute</b>	SuniTAFE
<b>VSL</b>	VET Student Loans

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## 5 Actions

### 5.1 Management of Student Fees and Charges

- 5.1.1 SuniTAFE will adhere to the requirements set out in the current Victorian Department of Education and Training *Skills First Program* contract, in line with the *Cost Recovery Guidelines – Department of Treasury and Finance*, when determining, publishing and charging fees for government subsidised training.
- 5.1.2 The standard tuition fee schedule will be reviewed annually for accredited and non-accredited training.
- (a) The Fees and Charges Working Party will recommend the fees schedule to the Executive Leadership Team prior to the commencement of each academic year.
  - (b) Following acceptance the Executive Leadership Team will recommend the standard fees schedule to the Board for approval.
  - (c) Once approved by the Board, the Manager Administration is responsible for ensuring the configuration of fees in the SMS are in line with the approved standard fees schedule. The Curriculum Compliance Officer will set up the fees in the SMS.
- 5.1.3 The SMS will contain all details of student fees to ensure automatic and accurate fees are applied at enrolment.
- 5.1.4 Variations to the recommended fees schedule such as promotional prices must be approved by the Executive Leadership Team, and updated in *Appendix A – 2022 Fee Schedule*.
- 5.1.5 Changes to fee structure for non-subsidised accredited training must be approved by the Chief Financial Officer and updated in *Appendix A – 2022 Fee Schedule*.
- (a) Applications to vary the fee structure must be supported by the Course Costing Spread Sheet.
- 5.1.6 Material fees will be set by the Education Delivery Manager.
- 5.1.7 Short Course program fees are set by the relevant Education Delivery Manager.
- (a) EDM must calculate the program fees by completing the Course Costing Spreadsheet available on the Staff Portal to determine if the proposed programs will be profitable.

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- (b) Short course fees must be approved by the Chief Financial Officer prior to marketing.

5.1.8 SuniTAFE will publish on its website, current fees and charges as per *Appendix A* in accordance with the requirements of the VET Funding Contract – *Skills First Program* prior to the commencement of each academic year.

5.1.9 Students will be provided with an itemised Statement of Fees prior to enrolment, with the exception of short course enrolments, which will include:

- (a) code, title and currency of the program
- (b) the total cost to them for their program, taking into account any Fee Concessions and Fee Waiver entitlement in the case of government subsidised training
- (c) the approximate value of the contribution from the Government expressed in dollars in the case of government subsidised training
- (d) any other applicable fees, such as material fees.

5.1.10 Records of all fees received from students, including copies of any invoices or statements provided to students will be retained on the student file in SMS.

## 5.2 Fee Concessions

5.2.1 SuniTAFE allows fee concessions on standard tuition fees for students who are eligible for government-subsidised training under the *Skills First Program*.

5.2.2 Fee concessions will be applied to enrolments in programs as outlined at *Appendix B – Fee Concessions and Fee Waivers*.

5.2.3 Fee concessions will be charged at 20 percent of SuniTAFE's standard tuition fee.

5.2.4 A student's entitlement for fee concessions will be checked as part of enrolment and prior to the commencement of training as detailed in *Appendix B – Fee Concessions and Waivers*.

5.2.5 Evidence of fee concession entitlement will be recorded on the relevant invoice and retained with the student's enrolment file.

5.2.6 SuniTAFE will report all fee concessions granted in accordance with the Victorian VET Student Statistical Collection Guidelines.

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## 5.3 Tuition Fee Waivers

- 5.3.1 SuniTAFE will grant fee waivers on standard tuition fees for students who are eligible for government-subsidised training under the *Skills First Program*.
- 5.3.2 Fee waivers will be applied to enrolments where eligible students are exempt from tuition fees under the initiatives listed at *Appendix B – Fee Concessions and Waivers*.
- 5.3.3 A student’s entitlement for a fee waiver will be checked as part of enrolment and prior to the commencement of training as detailed at *Appendix B – Fee Concessions and Waivers*.
- 5.3.4 Evidence of fee waiver entitlement will be retained with the student’s enrolment file.
- 5.3.5 SuniTAFE will report all fee waivers granted in accordance with the Victorian VET Student Statistical Collection Guidelines.

## 5.4 Institute approved Fee Variations

- 5.4.1 Fees may only be varied from the fees calculated by the SMS where an authorised Application to Vary Fees form is provided at enrolment.
- 5.4.2 Students that are unable to pay fees as a result of financial hardship and/or disadvantage may make an application for a variation of fees to Student Support Services as per the process outlined in the *Variation of Student Fees Procedure*.
- 5.4.3 In exceptional circumstances an application to exempt fees may be made to the Education Delivery Manager and approved by the Senior Manager, Education Delivery.
- 5.4.4 The Application to Vary Fees form will be retained with the student’s enrolment file.

## 5.5 NSW Apprenticeships

- 5.5.1 Students enrolling as apprentices under the Training Services NSW Smart and Skilled Contract will be charged fees as determined within the NSW Government Department of Industry Training Services, STS Online system.
- 5.5.2 Students will be issued a Notification of Enrolment that provides the fee, subsidy and loadings applicable to the student for the full program enrolment.
- 5.5.3 NSW Apprentices will not be charged material fees.

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- 5.5.4 A copy of the Notification of Enrolment will be retained with the student's enrolment file.

## 5.6 Payment of fees charged to students

- 5.6.1 All students must be enrolled in the SMS prior to commencing training.
- 5.6.2 A student is deemed to be enrolled when all fees and charges for the enrolment are:
- (a) paid in full via EFTPOS at any campus
  - (b) committed to an approved payment plan
  - (c) being deferred to a VET Student Loan
  - (d) being paid by a third party or sponsor such as an employer or job network agency

## 5.7 Payment by Instalment Plans

- 5.7.1 Students may apply for a Payment by Instalment Plan offered via third party arrangement with DebitSuccess or Centrepay as outlined in *Appendix C – Payment by Instalment Plans*.
- 5.7.2 In accordance with debt recovery regulations, for students under 18 to enter into a DebitSuccess payment plan:
- (a) a parent or guardian must sign and accept both the Payment by Instalment Plan Service Agreement and Direct Debit Authority form on the student's behalf; or
  - (b) a guarantor must co-sign and accept the Payment By Instalment Plan Service Agreement and Direct Deposit Authority with the student and accept all responsibility for any unpaid fees and/or charges which may arise as a result of a default on the direct debit.
- 5.7.3 Payment by Instalment Plans will not be approved for students who have a history of irregular payments with SuniTAFE or have fees outstanding from previously completed enrolments.
- (a) Parents and guarantors on Payment by Instalment Plans for students under 18 will be subject to the same requirements.
- 5.7.4 Where a Payment by Instalment Plan is refused, the applicant will be notified in writing outlining the reason for refusal.

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# Fees, Charges and Payments Procedure

- (a) The applicant may, within 7 days apply in writing to the General Manager, Operations for a reconsideration of the refusal.
  - (b) The General Manager, Operations will notify the applicant within 7 days of the outcome of their final decision.
  - (c) Where the decision of refusal is upheld, the balance of all enrolment fees will be due within 7 days notice of the outcome of the final decision.
- 5.7.5 All students and co-signing parents/guardians and guarantors will receive a copy of the completed Payment By Instalment Plan application form.
- 5.7.6 All students undertaking a Payment by Instalment Plan must agree to repayments being debited directly from their bank account, or through Centrepay if they are receiving Centrepay payments.
- (a) Where bank details or Centrepay details are incorrect, students will be provided with 5 days to provide correct information.
  - (b) Repayments that default on due dates will be considered overdue and further Payment by Instalment Plans will not be provided.
  - (c) Repayments more than 60 days overdue, where alternative arrangements have not been communicated to the Finance Department will be referred to a debt collection agency.
  - (d) Students will be liable for all charges incurred as a result of recovery action, including fees and charges applied by the credit agency.
  - (e) Students with outstanding debts will not be issued with certificates until all fees are paid in full.

## 5.8 VET Student Loans

- 5.8.1 Students eligible for VET Student Loans can defer all tuition costs to this loan.
- 5.8.2 Students must not exceed the course cap or their lifetime limit as published at <https://www.legislation.gov.au/Series/F2016L02016>
- 5.8.3 Fees deferred to VSL will be charged evenly over at least three census dates.
- 5.8.4 Students taking up a VSL will be enrolled and fees calculated and will be subject to a two day cooling off period.
- (a) Fees will remain outstanding within the SMS for the first two business days following their enrolment.

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## 5.9 Third Party or Sponsors

- 5.9.1 Payment of student fees and charges may be made via a third party or sponsor such as an employer or job network agency.
- 5.9.2 An authorised Purchase Order or SuniTAFE Authority to Invoice must be presented at the time of enrolment where the approved student fees and charges will be invoiced the third party/sponsor.
- 5.9.3 Sponsors and third parties payment terms are 30 days after fees and charges are invoiced within the SMS.
- 5.9.4 Where a sponsor or third party fails to make payment in line with the payment due dates the finance department will carry out the usual collection fee process and sanctions on the sponsor or third party account.

## 6 Associated Documents

- Certificate Issuance Policy
- Debt Collection of Bad Debts Policy
- Debt Management Policy
- Enrolment Policy
- Enrolment Procedure
- Fees and Charges Policy

## 7 References

- Education and Training Reform Act 2006 (Vic)
- NSW Smart and Skilled Apprenticeship and Traineeships Contract
- VET Funding Contract – Skills First Program
- VET Student Loans (Courses and Loan Caps) Determination 2016
- VET Student Loans Act 2016
- Victorian VET Student Statistical Collection Guidelines

## 8 Forms / Record Keeping

All records generated by this procedure should be listed and must state title, location, responsible officer and minimum retention period.			
Title	Location	Responsible Officer	Minimum Retention Period
Evidence of Fee Waivers and Concessions applied	Customer Service	Manager Administration	7 years
Payment by Instalment Plan documentation	Customer Service	Manager Administration	7 years
Statement of Fees, Invoices and receipts	Customer Service	Manager Administration	7 years

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## 9 Appendix A – 2022 Fee Schedule

ALL STUDENTS ENROLLING FOR 2022 WILL BE SUBJECT TO THE FOLLOWING FEE SCHEDULE:		
<b>GOVERNMENT FUNDED STUDENTS – Accredited programs</b>		
<b>Full program delivery</b>	<b>Work place delivery non-apprentice/ traineeship</b>	<b>Recognition of Prior Learning</b>
<b>Standard Tuition</b> <ul style="list-style-type: none"> <li>Foundation \$1.00 per SCH</li> <li>Certificate I – II \$3.00 per SCH</li> <li>Apprentice and Trainee \$3.00 per SCH</li> <li>Certificate III – IV \$3.50 per SCH</li> <li>Diploma – Advanced Diploma \$4.00 per SCH</li> </ul>	<b>Standard Tuition</b> \$2.50 per SCH	<b>Standard Tuition</b> \$3.00 per SCH
<b>Materials:</b> At cost, charged per unit of competency		Nil
<b>SELF FUNDED STUDENTS – Accredited programs</b>		
<b>Full program delivery</b>	<b>Work place delivery non-apprentice/ traineeship</b>	<b>Recognition of Prior Learning</b>
<b>Standard Tuition</b> <ul style="list-style-type: none"> <li>Foundation \$1.00 per SCH</li> <li>Certificate I – II \$4.00 per SCH</li> <li>Apprentice &amp; Trainee \$4.00 per SCH</li> <li>Certificate III – IV \$4.50 per SCH</li> <li>Diploma – Advanced Diploma \$5.00 per SCH</li> </ul>	<b>Standard Tuition</b> \$3.50 per SCH	<b>Standard Tuition</b> \$4.00 per SCH
<b>Materials:</b> At cost, charged per unit of competency		Nil
<b>ADMINISTRATIVE AND MISCELLANEOUS FEES</b>		
<b>CERTIFICATE REPLACEMENT FEES</b>		
Accredited Certificate	\$50.00	
Accredited Certificate (prior to 2000)	\$80.00	
Statement of Attainment	\$15.00	
Participation Statement	\$15.00	
Postage Fee within Australia - Registered	\$15.00	
Postage Fee international - Registered	Upon application	
<b>POSTAGE FEES FOR STUDENT RESOURCES</b>		
One Textbook Postage Fee within Australia – Parcel Post/Express	\$15.00	
Two/Textbook Postage Fee within Australia – Parcel Post/Express	\$20.00	
Two/Textbook Postage Fee within Australia – Parcel Post/Express	\$20.00	
Textbook Postage Fee International	Upon application	

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## 10 Appendix B – 2022 Fee Concessions and Waivers

### A. FEE CONCESSION ENTITLEMENT UNDER GENERAL FEE CONCESSION

INITIATIVE	FEE CONCESSION	IF THEY	OTHER REQUIREMENTS
<b>General Fee Concession</b>	An enrolment in a Foundation to Certificate IV program	provide current and valid evidence of one of the following: <ul style="list-style-type: none"> <li>Health Care Card; or</li> <li>Pensioner Concession Card; or</li> <li>Veteran’s Gold Card</li> </ul>	<p>Fee Concessions will also be applied to a dependant spouse or dependant child of a cardholder.</p> <p>Entitlement for a general fee concession will be re-checked in each instance when there is an invoice issued to a student for new fees in the same program.</p> <p>Students are entitled to receive a general fee concession where their entitlement expires before they complete all units for which they paid tuition fees.</p>
<b>TO BE SIGHTED</b>		<b>TO BE RETAINED</b>	
a) the original card, or correspondence from the card issuer confirming a concession is granted to the individual and they may commence claiming their entitlement.		a copy of the original card or correspondence, indicating the date it was sighted. The copy must show the: <ul style="list-style-type: none"> <li>concession holder’s name;</li> <li>card number;</li> <li>‘valid from’ or card start date; and</li> <li>expiry date of the concession entitlement.</li> </ul>	
<b>OR</b>			
b) the concession card displayed on a Digital Wallet through a Centrelink Express Plus mobile application on the cardholder’s mobile device. The digital card may not be sighted via a screen shot of the card that is e-mailed or otherwise reproduced.		a written declaration attached to the student’s file by the authorised delegate stating that the digital concession card has been sighted, showing the: <ul style="list-style-type: none"> <li>name of the authorised delegate who sighted the card;</li> <li>date the card was sighted;</li> <li>concession holder’s name; and</li> <li>card number.</li> </ul>	
<b>OR</b>			
c) the equivalent record of a concession card as extracted from Centrelink Confirmation eServices.		an extract from Centrelink Confirmation eServices showing the: <ul style="list-style-type: none"> <li>date the extract was made;</li> <li>concession holder’s name; and</li> <li>card number.</li> </ul>	

### B. FEE CONCESSION ENTITLEMENT UNDER PARTICULAR GOVERNMENT INITIATIVES

INITIATIVE	FEE CONCESSION	IF THEY	TO BE SIGHTED AND RETAINED
<b>Indigenous Completions Initiative</b>	An enrolment in a program at any level.	self-identify as being of Aboriginal or Torres Strait Islander descent and are reported under the ‘Indigenous Status Identifier’ field at enrolment	<ul style="list-style-type: none"> <li>a copy of the enrolment form on which the individual self-identified as indigenous.</li> </ul>
<b>Asylum Seeker VET Program</b>	An enrolment in a program at Certificate IV level and below.	are referred to training by the Asylum Seeker Resource Centre or the Australian Red Cross.  are seeking to enrol at any training provider.	<ul style="list-style-type: none"> <li>a validly endorsed Referral to Government Subsidised Training – Asylum Seekers form from the Asylum Seeker Resource Centre; or</li> <li>a validly endorsed Referral to Government Subsidised Training – Asylum Seekers form from the Australian Red Cross Victims of Human Trafficking Program.</li> <li>confirmation the student holds a valid Visa type obtained by using the Commonwealth Visa Entitlement Verification Online.</li> </ul>
<b>JobTrainer initiative</b>	Enrolment in a program that is an AQF qualification at any level on the JobTrainer Funded Programs Report.	<ul style="list-style-type: none"> <li>are eligible to participate in the JobTrainer initiative; and</li> <li>are not enrolling in a program on the Free TAFE for Priority Courses List.</li> </ul>	<ul style="list-style-type: none"> <li>one of the items of evidence that the student is eligible to participate in JobTrainer as specified in the Guidelines About Eligibility.</li> </ul>

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EVIDENCE OF ENTITLEMENT FOR FEE WAIVERS UNDER GOVERNMENT INITIATIVES			
INITIATIVE	A FEE WAIVER WILL BE GRANTED	TO BE SIGHTED	TO BE RETAINED
<b>Judy Lazarus Transition Centre</b>	The student is from the Judy Lazarus Transition Centre (as a prisoner within the meaning of the <i>Corrections Act 1986</i> ).	Written confirmation from the management of the Judy Lazarus Transition Centre.	A copy of the written confirmation from the management of the Judy Lazarus Transition Centre.
<b>Young people on community based orders</b>	The student is required to do training under a community based order made under the <i>Children, Youth and Families Act 2005 (the CYF Act)</i> .	Written confirmation from the relevant Youth Justice Unit of the Victorian Department of Justice and Community Safety that the student is required to do training under a community based order made under the Children, Youth and Families Act 2005 (the CYF Act).	A copy of the written confirmation from the relevant Youth Justice Unit of the Victorian Department of Justice and Community Safety.
<b>Skills First Youth Access Initiative</b>	The student is referred to training by the Department of Families, Fairness and Housing, the Department of Justice and Community Safety, or a referring agency.	A validly endorsed referral form from either the Department of Families, Fairness and Housing, the Department of Justice and Community Safety, or a referring agency.	The original referral form. SuniTAFE must return a copy of the form to the Department or referring agency.
<b>Free TAFE for Priority Courses</b>	The student is enrolling in a program on the Free TAFE for Priority Courses List and meets the requirements to receive the Fee Waiver as per Clause 18 of Schedule 1 of the Contract.	For a JobTrainer enrolment, one of the items of evidence that the student is eligible to participate in JobTrainer as specified in the Guidelines About Eligibility.	For a JobTrainer enrolment, a copy of the item of evidence that demonstrates the student is eligible to participate in JobTrainer. For all other enrolments, a copy of the completed Evidence of Eligibility and Student Declaration Form where the student has responded to questions about the Free TAFE for Priority Courses initiative.
<b>JobTrainer</b>	The student is enrolling in a Skill Set on the JobTrainer Funded Programs Report.	One of the items of evidence that the student is eligible to participate in JobTrainer as specified in the Guidelines About Eligibility.	A copy of the item of evidence that demonstrates the student is eligible to participate in JobTrainer.
<b>Enrolment in the '22469VIC – Course in Introduction to the National Disability Insurance Scheme'</b>	The student is undertaking the '22469VIC – Course in Introduction to the National Disability Insurance Scheme'.	N/A	N/A

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## 11 Appendix C – Payment by Instalment Plans

PAYMENT BY INSTALMENT (DIRECT DEBIT AND CENTREPAY) SCHEDULE					
	SHORT COURSE	FOUNDATION TO CERTIFICATE IV	DIPLOMA AND ADVANCED DIPLOMA	RECOGNITION OF PRIOR LEARNING	INTERNATIONAL
<b>Material Fees</b>	No	Yes	Yes	Not applicable	No
<b>Tuition Fees</b>	No	Yes	No <i>Unless</i> course tuition cap is exceeded on VSL for the student <i>or</i> the course is deemed not eligible for VSL.	Yes	No
<b>Minimum fees incurred</b>	Not applicable	<b>Centrepay:</b> \$100 <b>DebitSuccess:</b> \$250	<b>Centrepay:</b> \$100 <b>DebitSuccess:</b> \$250	<b>Centrepay:</b> \$100 <b>DebitSuccess:</b> \$250	Not applicable
<b>Fees charged to take out payment plan</b>	Not applicable	<b>DebitSuccess:</b> \$12 administration fee non refundable fee plus 4.7% added to the total fees owing on the payment plan.  <b>Centrepay:</b> no additional costs	<b>DebitSuccess:</b> \$12 administration fee non refundable fee plus 4.7% added to the total fees owing on the payment plan.  <b>Centrepay:</b> no additional costs	<b>DebitSuccess:</b> \$12 administration fee non refundable fee plus 4.7% added to the total fees owing on the payment plan.  <b>Centrepay:</b> no additional costs	Not applicable
<b>Documents to be completed for the student to access a Centrepay Payment Plan</b>	Not applicable	Payment by Instalment Agreement Part A, Part B if total fees over \$5000  Centrepay Deduction Authority – Educational Expenses Form	Payment by Instalment Service Agreement, Part A, Part B if total fees over \$5000  Centrepay Deduction Authority – Educational Expenses Form	Payment by Instalment Agreement Part A, Part B if total fees over \$3500  Centrepay Deduction Authority – Educational Expenses Form	Not applicable
<b>Documents to be completed for the student to access a DebitSuccess Payment Plan</b>	Not applicable	Payment by Instalment Agreement Part A, Part B if total fees over \$5000  DebitSuccess Direct Debit Request and Contract	Payment by Instalment Agreement Part A, Part B if total fees over \$5000  DebitSuccess Direct Debit Request and Contract	Payment by Instalment Agreement Part A, Part B if total fees over \$5000  DebitSuccess Direct Debit Request and Contract	
<b>Payment Plan deposit</b>	Not applicable	<b>DebitSuccess:</b> \$250 <i>or</i> \$80 for students enrolling in a Foundation course or apprentice/trainee <b>Centrepay:</b> \$80	<b>DebitSuccess:</b> \$250  <b>Centrepay:</b> \$80	<b>DebitSuccess:</b> \$250  <b>Centrepay:</b> \$80	Not applicable
<b>Repayment Schedule</b>	Not applicable	Fortnightly scheduled payments  \$20 minimum scheduled payment	Fortnightly scheduled payments  \$20 minimum scheduled payment	Fortnightly scheduled payments  \$20 minimum scheduled payment	Not applicable
<b>Term of Payment Plan</b>	Not applicable	Final payment date scheduled 30 days prior to the program date	Final payment date scheduled 30 days prior to the program end date. If Tuition fees included under the VSL exceptions must be finalised prior to census dates.	Maximum of 10 fortnightly scheduled payments	Not applicable

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