

1 Purpose

The purpose of this procedure is to ensure student fees are charged, received and refunded in a consistent, equitable and transparent manner in accordance with SuniTAFE’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
Cost Recovery Guidelines	To clarify Government’s policy principals underpinning cost recovery arrangements, and provide a rigorous framework for use by Government departments
SMS	Student Management System
The Board	The Board is established by the Minister to oversee and govern Sunraysia Institute of TAFE
Standard Tuition Fee Schedule	Standard fee charged per Student Contact Hour per unit of competency for a calendar year enrolment for accredited courses
VSL	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.

5.2 Determining the Standard Tuition Fee Schedule

- 5.2.1 The Standard Tuition Fee Schedule will be reviewed annually in April for accredited training tuition fees.

- (a) **Fees and Charges Working Party:** Responsible for submitting a business case for the recommended Standard Tuition Fees Schedule for the coming year to the Strategic Leadership Team.
- (b) **Strategic Leadership Team:** Responsible for evaluation, review and acceptance of the recommended Standard Tuition Fee Schedule prior to recommending to the Board.
- (c) **The Board:** Responsible for the approval of the Standard Tuition Fee Schedule.

- 5.2.2 Variations to the recommended fees schedule such as promotional prices must be approved by the Executive Leadership Team, and updated in *Appendix A – 2023 & 2024 Fee Schedule*.

5.3 Determining Annual Material Fees and Short Course Fees

- 5.3.1 Material fees will be reviewed annually by the responsible Education Delivery Manager by July for the coming year.
- 5.3.2 Short Course program fees will be reviewed annually by the responsible Education Delivery Manager and approved by the Senior Manager Education Delivery.

5.4 Student Management System Configuration of Student Fees

- 5.4.1 SMS will be configured with approved fees to ensure automatic and accurate application of fees at enrolment.
- 5.4.2 Senior Manager Administration is responsible for ensuring the configuration of fees in the SMS are in line with approved fees.

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- 5.4.3 Fees will be published for the academic year to the website in line with the approved Standard Fee Schedule and in accordance with the requirements of the VET Funding Contract.
- 5.4.4 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; and
 - (d) any other applicable fees, such as material fees.
- 5.4.5 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.
- 5.5 Fee Concessions
- 5.5.1 SuniTAFE allows fee concessions on standard tuition fees for students who are eligible for government-subsidised training under the *Skills First Program*.
- 5.5.2 Fee concessions will be applied to enrolments in programs as outlined at *Appendix C – 2023 Fee Concessions and Fee Waivers*.
- 5.5.3 Fee concessions will be charged at 20 percent of the standard tuition fee.
- 5.5.4 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 C – 2023 Fee Concessions and Waivers*.
- 5.5.5 Evidence of fee concession entitlement will be recorded on the relevant invoice and retained with the student’s enrolment file.
- 5.5.6 Fee concessions granted to students will be reported in accordance with the Victorian VET Student Statistical Collection Guidelines.
- 5.6 Tuition Fee Waivers
- 5.6.1 Fee waivers on standard tuition fees will be granted for students who are eligible for government-subsidised training under the *Skills First Program*.

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- 5.6.2 Fee waivers will be applied to enrolments where eligible students are exempt from tuition fees under the initiatives listed at *Appendix C – Fee Concessions and Waivers*.
- 5.6.3 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 C – Fee Concessions and Waivers*.
- 5.6.4 Evidence of fee waiver entitlement will be retained with the student’s enrolment file.
- 5.6.5 SuniTAFE will report all fee waivers granted in accordance with the Victorian VET Student Statistical Collection Guidelines.
- 5.7 Approved Fee Variations for Individual Students
- 5.7.1 Fees may only be varied from the fees calculated by the SMS where an Application to Vary Fees is approved at enrolment.
- 5.7.2 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*.
- 5.7.3 In exceptional circumstances an application to exempt fees may be made to the Education Delivery Manager and approved by the Senior Manager, Education Delivery.
- 5.7.4 The Application to Vary Fees will be retained with the student’s enrolment file.
- 5.8 NSW Smart and Skilled Apprenticeship Fees
- 5.8.1 Apprentices eligible for subsidised training under the NSW Smart and Skilled Cross Border Contract will be charged fees as determined by the NSW Government Department of Industry Training Services.
- 5.8.2 Students will be issued a Notification of Enrolment indicating the fee, subsidy and loadings applicable to the student for the full program enrolment.
- 5.8.3 Students will not be charged material fees or any other additional fees.
- 5.8.4 Student fees are for the whole qualification and will be determined at the initial enrolment, even where the student is undertaking training across a number of years.
- 5.8.5 A copy of the Notification of Enrolment will be retained with the student’s enrolment file.

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5.9 Payment of fees charged to students

- 5.9.1 All students must be enrolled in the SMS prior to commencing training.
- 5.9.2 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) tuition being deferred to a VET Student Loan
 - (d) paid by a third party or sponsor such as an employer or job network agency

5.10 Payment by Instalment Plans

- 5.10.1 Students may apply for a Payment by Instalment Plan offered via third party arrangement with DebitSuccess or Centrepay as outlined in *Appendix D – Payment by Instalment Plans*.
- 5.10.2 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.
- 5.10.3 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.
- 5.10.4 Where a Payment by Instalment Plan is refused, the applicant will be notified in writing outlining the reason for refusal.
- (a) The applicant may, within 7 days apply in writing to the General Manager, Operations for a reconsideration of the refusal.

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- (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.
- 5.10.5 All students and co-signing parents/guardians and guarantors will receive a copy of the completed Payment By Instalment Plan application form.
- 5.10.6 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.
- 5.11 VET Student Loans
- 5.11.1 Students eligible for VET Student Loans can defer all tuition costs to this loan where they have not exceeded the course cap or their lifetime limit.
- 5.11.2 Fees deferred to VET Student Loan will be charged evenly over at least three census dates.
- 5.11.3 Students taking up a VET Student Loan 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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5.12 Third Party or Sponsors

- 5.12.1 Payment of student material and tuition fees may be made via a third party or sponsor such as an employer or job network agency where a Fee Sponsorship Agreement has been authorised.
- 5.12.2 Fee Sponsorship Agreements must be approved by an authorised representative of the third party/sponsor at the time of enrolment.
- 5.12.3 Payment terms for third parties/sponsors are 30 days from invoicing.
- 5.12.4 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 in accordance with the *Debt Collection of Bad Debts Procedure*.
- 5.12.5 Sponsors must advise in writing if they wish to withdraw their sponsorship during the term of sponsorship.
- 5.12.6 Sponsors will remain liable for fees of all units commenced by the sponsored student where a sponsorship has been retracted after enrolment.
- 5.12.7 Students are liable for any fees a sponsor has not agreed to pay.

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

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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	Student Administration	Senior Manager Administration	7 years
Payment by Instalment Plan documentation	Student Administration	Senior Manager Administration	7 years
Statement of Fees, Invoices and receipts	Student Administration	Senior Manager Administration	7 years

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9 Appendix A – 2023 and 2024 Fee Schedule

2024 DOMESTIC STUDENT STANDARD FEE SCHEDULE:

GOVERNMENT FUNDED STUDENTS – Accredited programs

Full Program Delivery - Standard Tuition

Foundation	\$1.00/SCH
VPC & VCE	\$1.00/SCH
Certificate I to II	\$3.30/SCH
Apprentice	\$3.30/SCH
Trainee	\$3.30/SCH
Certificate III to IV	\$3.90/SCH
Diploma	\$4.40/SCH
Advanced Diploma	\$4.40/SCH

Free TAFE Initiative Course - Standard Tuition

Certificate I to II	\$5.00/SCH
Certificate III	\$6.00/SCH
Certificate IV	\$7.00/SCH
Diploma	\$9.00/SCH
Advanced Diploma	\$9.00/SCH

Materials: At cost, charged per unit of competency

SELF FUNDED STUDENTS – Accredited programs

Full Program Delivery - Standard Tuition

Foundation	\$2.00/SCH
VPC & VCE	\$2.00/SCH
Certificate I to II	\$4.40/SCH
Certificate III to IV	\$5.00/SCH
Diploma	\$5.50/SCH
Advanced Diploma	\$5.50/SCH

Free TAFE Initiative Course - Standard Tuition

Certificate I to II	\$5.00/SCH
Certificate III	\$6.00/SCH
Certificate IV	\$7.00/SCH
Diploma	\$9.00/SCH
Advanced Diploma	\$9.00/SCH

Materials: At cost, charged per unit of competency

2023 STANDARD FEE SCHEDULE:

GOVERNMENT FUNDED STUDENTS – Accredited programs

Full Program Delivery – Standard Tuition

Foundation	\$1.05/SCH
Certificate I to II	\$3.15/SCH
Apprentice	\$3.15/SCH
Trainee	\$3.15/SCH
Certificate III to IV	\$3.70/SCH
Diploma	\$4.20/SCH
Advanced Diploma	\$4.20/SCH

Work place delivery non-apprentice/ traineeship Standard Tuition

\$2.65/SCH

Recognition of Prior Learning Standard Tuition

\$3.15/SCH

Materials: At cost, charged per unit of competency

Nil

SELF FUNDED STUDENTS – Accredited programs

Full Program Delivery – Standard Tuition

Foundation	\$2.05/SCH
Certificate I to II	\$4.20/SCH
Certificate III to IV	\$4.75/SCH
Diploma	\$5.25/SCH
Advanced Diploma	\$5.25/SCH

Work place delivery non-apprentice/ traineeship Standard Tuition

\$3.70/SCH

Recognition of Prior Learning Standard Tuition

\$4.20/SCH

Materials: At cost, charged per unit of competency

Nil

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2024 INTERNATIONAL STUDENT STANDARD FEE SCHEDULE

COURSE	TERM COST	FULL COURSE FEE
ACCOUNTING		
Certificate IV in Accounting and Bookkeeping	\$3500	\$7000
Diploma of Accounting	\$3750	\$7500
Advanced Diploma of Accounting	\$3750	\$7500
HORTICULTURE		
Certificate III in Nursery Operations	\$3500	\$14000
Certificate III in Horticulture	\$3500	\$14000
Diploma of Horticulture	\$3500	\$14000
AUTOMOTIVE TRADES		
Certificate III in Light Vehicle Mechanical Technology	\$3750	\$15000
Certificate IV in Automotive Mechanical Diagnosis	\$3750	\$7500
Diploma of Automotive Technology	\$3750	\$7500
AGED CARE		
Certificate III in Individual Support	\$3750	\$7500
HOSPITALITY		
Certificate IV in Commercial Cookery/Kitchen Management	\$3750	\$22500
Diploma of Hospitality Management	\$3500	\$7000
Advanced Diploma of Hospitality Management	\$3500	\$7000
ENGLISH LANGUAGE INTENSIVE COURSES		
ELICOS – Intermediate	\$2500	\$5000
ELICOS – Upper Intermediate	\$2500	\$2500

10 Appendix B – Administrative Miscellaneous Fees

PRINTED CERTIFICATE REPLACEMENT FEES	
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
LIBRARY FEES	
Replacement cost for overdue books	Cost of book
Replacement cost for Student ID Card	\$3.00

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11 Appendix C – 2023 Fee Concessions and Waivers

A. FEE CONCESSION ENTITLEMENT UNDER GENERAL FEE CONCESSION

INITIATIVE	FEE CONCESSION	IF THEY	OTHER REQUIREMENTS
General Fee Concession	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"> • Health Care Card; or • Pensioner Concession Card; or • Veteran's Gold Card 	<p>Fee Concessions will also be applied to a dependant spouse or dependent child of a cardholder. If the student is a dependant spouse or dependent child of the concession card holder and the concession is verified for the primary card holder, a note must be made on the student's file describing the student's relationship to the card holder.</p> <p>Entitlement for a general fee concession will be re-checked in each instance when there is an enrolment variation/re-enrolment and an invoice is issued to the 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>

TO BE SIGHTED	TO BE RETAINED
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.	<p>a copy of the original card or correspondence, indicating the date it was sighted. The copy must show the:</p> <ul style="list-style-type: none"> • concession holder's name; • card number; • 'Valid from' or card start date; and • expiry date of the concession entitlement.
OR	
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.	<p>a written declaration attached to the student's file by the authorised delegate stating that the digital concession card has been sighted, showing the:</p> <ul style="list-style-type: none"> • name of the authorised delegate who sighted the card; • date the card was sighted; • concession holder's name; and • card number.
OR	
c) the equivalent record of a concession card as extracted from Centrelink Confirmation eServices.	<p>an extract from Centrelink Confirmation eServices showing the:</p> <ul style="list-style-type: none"> • date the extract was made; • concession holder's name; and • card number.

B. FEE CONCESSION ENTITLEMENT UNDER PARTICULAR GOVERNMENT INITIATIVES

INITIATIVE	FEE CONCESSION	IF THEY	TO BE SIGHTED AND RETAINED
Indigenous Completions Initiative	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"> • a copy of the enrolment form on which the individual self-identified as indigenous.
Asylum Seeker VET Program	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.	<ul style="list-style-type: none"> • a validly endorsed Referral to Government Subsidised Training – Asylum Seekers form from the Asylum Seeker Resource Centre; or • a validly endorsed Referral to Government Subsidised Training – Asylum Seekers form from the Australian Red Cross Victims of Human Trafficking Program.
		are seeking to enrol at any training provider.	<ul style="list-style-type: none"> • confirmation the student holds a valid Visa type obtained by using the Commonwealth Visa Entitlement Verification Online. <ul style="list-style-type: none"> Bridging visa Class E (BVE) Safe Haven Enterprise visa (SHEV) Temporary Protection Visa (TPV) Bridging visa class F (BVF) Humanitarian Stay (Temporary) (subclass 449) visa Temporary (Humanitarian Concern) (subclass 786) visa

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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
Skills First Youth Access Initiative	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. Tuition Fees will be waived.	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.
Free TAFE for Priority Courses	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. Tuition Fees will be waived.	Student must provide evidence of Australian Citizenship as outlined within the Skills First Evidence of Eligibility and Student Declaration.	The student must complete in their own handwriting the Skills First Evidence of Eligibility and Student Declaration.

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11 Appendix D – 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
Material Fees	No	Yes	Yes	Not applicable	No
Tuition Fees	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
Minimum fees incurred	Not applicable	Centrepay: \$100 DebitSuccess: \$250	Centrepay: \$100 DebitSuccess: \$250	Centrepay: \$100 DebitSuccess: \$250	Not applicable
Fees charged to take out payment plan	Not applicable	DebitSuccess: \$12 administration fee nonrefundable fee plus 5.5% added to the total fees owing on the payment plan. Centrepay: no additional costs	DebitSuccess: \$12 administration fee nonrefundable fee plus 5.5% added to the total fees owing on the payment plan. Centrepay: no additional costs	DebitSuccess: \$12 administration fee nonrefundable fee plus 5.5% added to the total fees owing on the payment plan. Centrepay: no additional costs	Not applicable
Documents to be completed for the student to access a Centrepay Payment Plan	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
Documents to be completed for the student to access a DebitSuccess Payment Plan	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	
Repayment Schedule	Not applicable	Fortnightly scheduled payments	Fortnightly scheduled payments	Fortnightly scheduled payments	Not applicable
Minimum scheduled payment	Not applicable	\$20 minimum scheduled fortnightly payment	\$20 minimum scheduled fortnightly payment	\$20 minimum scheduled fortnightly payment	Not applicable
Term of Payment Plan	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
Default Fee	Not applicable	DebitSuccess: \$14.95 for each failed payment	DebitSuccess: \$14.95 for each failed payment	DebitSuccess: \$14.95 for each failed payment	Not applicable

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