

Ringwood Training Fee Policy

Fees

This document explains the fees and charges policy for students who enrol in courses at Ringwood Training. It contains information about:

- Cost of Enrolment
- Fee for Services Students
- Other Fees
- Fee Payments
- Refunds
- Fee Assistance

Cost of Enrolment

How much you pay is determined by whether you are eligible for a government subsidised place or not, the course you enrol in, the scheduled hours you commit to undertake and any concession entitlements you might attract.

All eligible students are required to pay a tuition fee, a materials fee and an administration fee.

Please refer to the following documents to ascertain the procedure for Determining a Students Eligibility:

- Determination of Student Eligibility policy and procedure
- Skills First Guidelines about Determining Student Eligibility & Supporting Evidence
- Skills First Standard Contract

All of Ringwood Trainings fees for government subsidised places can be located at <http://rt.vic.edu.au/fees/>

Tuition Fees

Tuition fees are based on the course that the student is enrolled in. The tuition fee is calculated by multiplying the student contact hours by the fee set for each course.

Apprentices/SBAT/Headstart/VET students are invoiced per calendar year, IT Post School students are invoiced per qualification. Course fees use an hourly rate. The actual hourly rate will vary, depending on whether the student is eligible for a government subsidy, concession, or neither.

As an Apprentice/SBAT/Headstart student is invoiced per calendar year and the tuition fee is based on the hours the student is proposed to complete as per their training plan, any hours which don't occur as predicted (however already paid for) will result in the over-paid amount being rolled over to payment towards the following years invoice.

This may be waived with a decision being made between the department coordinator and centre manager in the case a student has been assessed as NYC or is not meeting their study obligations. Notes will be made in Axcelerate to record these events.

Students enrolling in Information Technology may undertake study in two qualifications during the academic year. Fees are payable for the qualification at the higher enrolment fee and Student Services & Amenities fee only will be charged for the second qualification. Students are encouraged to undertake two qualifications as the training aims to broaden and strengthen readiness for employment.

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Student Services and Amenities Fee

The fee is a fixed amount per student that applies to the current year enrolments. The fee applies equally to concession and non-concession students. The fee is used to fund a range of support services and student amenities.

Materials Fee

The Materials fee covers the cost of providing goods or materials purchased by RT to be used by students in the course of training, for example tools of trade, class materials, on-line licences, booklets, safety glasses, jumpers for apprentices etc.

This fee varies according to the course being undertaken and there are no concession rates available.

NB: Some other essential items that are not included in the materials fee will be listed pre-enrolment, including some safety clothing requirements e.g. safety boots for trade courses.

Fees applicable to Government Subsidised Students with Concessions

The Concession rate does NOT apply to the Materials Fee or to the Student Services and Amenities Fee, and it is not applicable to VET in Schools programs.

The Concession Fee is set at 20% of the published standard Tuition Fee for courses that attract Victorian Training Guarantee funding. Concessions apply for enrolments in courses at the Certificate IV level and below.

Ringwood Training as the RTO will charge the concession fee to an individual who, at the time of commencement holds a current and valid concession card. (this entitlement applies for the duration of the student's course). *If* a new student commences their training and have applied for a concession card Ringwood Training may approve a grace period. Please see the policy outlined below.

Note: a grace period will not be applicable for any returning students. Returning students MUST present a current concession card on or before their returning date for the new calendar year.

If the student obtains a concession card after their commencement they are required to notify Ringwood Training and the concession rate will be applied to future invoices.

Concession Card Types include:

- Commonwealth Health Care Card (this concession also applies to the dependant spouse or dependent child of a card holder;
- Pensioner Concession Card (this concession also applies to the dependant spouse or dependent child of a card holder;
- Veteran's Gold Card, or
- An alternative card or concession eligibility criterion approved by the Minister for the purposes of these Guidelines.

Ringwood Training as the RTO must sight the original card or similar (*please see Guidelines About Fees Policy*) and retains a written declaration which will be attached to the students file. RT will **NOT** retain copies of student's concession cards or the students Customer Reference Number (CRN). *Please see enrolment policy for requirements on retaining concession card information.*

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For further information on Concessions, fee waivers and exemptions please see the Determination of Student Eligibility Policy.

Concession Card Grace Period

As outlined in the fees policy; “Fees applicable to Government Subsidised Students with Concessions” students are asked to present their concession card on day 1.

When an Apprentice/SBAT/Head Start student is asked to present their card there may be 1 of 3 scenarios:

1. Student has a valid concession card and the tuition fee is invoiced at concession rate.
2. Student has not applied for and cannot provide a current concession card will be invoiced at non-concession rate. The grace period will not apply.
Student is to be encouraged to apply for a concession card. If it is granted and issued the student is responsible to provide it to RT so it can be applied for future invoices.
3. Student has applied for a concession card however at their time of commencement has not received it/received approval; student will be granted a grace period IF:
 - a. They are to provide evidence that they have applied for a concession card. This may come in the form of (but not limited to):
 - i. A letter from Centrelink
 - ii. A screenshot that their application is pending
 - iii. Showing administration staff their application on their device to show it has been applied for and is pending in the Centrelink Express App.
 - b. If evidence is deemed sufficient administration will invoice the student/invoice:
 - i. Student services & Amenities for the calendar year
 - ii. All materials for the calendar year
 - iii. Units/tuition at non-concession rate that they are expected to be engaged in for the next 6-week period from the commencement.
 - c. The student is granted the following grace period:
 - i. Automotive block release student: until their next block
 - ii. Automotive day release student: 6 weeks from their commencement
 - iii. Engineering student: 6 weeks from their commencement
 - d. Administration will add a reminder in their outlook calendar for the next block/6-week time period. When this occurs, the student MUST present a valid concession card.
 - e. If a valid concession card can be presented then the remaining units/tuition for the calendar year (as outlined on the student’s fee sheet) will be invoiced at concession rate.
 - i. Admin is to advise the Administration Coordinator of the concession entitlement change so reporting requirements can be updated.
 - f. If a valid concession CAN NOT be provided then no further grace period will be provided and the remaining units for the calendar year (as outlined on the student’s fee sheet) will be invoiced at the non-concession rate.

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Fee for Service Students

Some of our courses are charged using a fixed 'fee for service' enrolment fee which includes all three components of the enrolment fee. Where this is the case, it is clearly indicated on the relevant course information.

The 'Fee for Service' course rates vary depending on the course. There are no government subsidies or concession rates available for these courses.

Statement of Fees

All students will be provided with a statement of fees prior to them enrolling. The Statement of Fees will provide Eligible Individuals with a quote for the total cost to them, for their course of study/enrolment, considering their current circumstances (including any eligibility for concession) that Ringwood Training are aware of at the time.

Ringwood Training will ensure that the Statement of Fees will include, at a minimum:

- the code, title and currency of the training product in which the Eligible Individual is to be enrolled, as published on the National Register
- the training and assessment, and related educational and support services, the Training Provider will provide to the Eligible Individual, including the:
 - estimated duration;
 - expected locations at which training and assessment will occur;
 - expected modes of delivery;
 - name and contact details of any approved third party that will provide training and/or assessment, and related educational and support services to the Eligible Individual on the Training Provider's behalf; and
 - any work placement or practical placement arrangements.
- The hourly tuition fees relevant to the Eligible Individual enrolment taking account of any applicable concessions or waiver/exemptions;
- the approximate value of the government contribution expressed in dollars; and
- any other applicable fees, such as student services, amenities, goods or materials.

Other Fees

Issuance of a replacement Statement of Attainment	\$20
Issuance of a replacement Certificate	\$50
Replacement of Student ID Card	\$10
Replacement Apprentice Jumper & VET shirt	\$40

Fee Payments

1. **All students** (exc. VET students & IT Post School) are required to pay a \$300 deposit prior to or on their first day of training unless their fees are being paid by their employer. This deposit will be deducted from the full invoice amount.
2. **All students/employers** must pay their invoice within 30 days unless previously agreed with by the Centre Manager.
3. **Apprentices/SBAT's** are invoiced for their course per calendar year.
4. **Post school students** are invoiced per enrolment /qualification.



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Most students enrolled in Information Technology, including Cisco, will undertake study in TWO certificates/qualifications at the same time. Full fees are payable for the qualification at the higher total enrolment fee and the Student Services & Amenities fee only will be charged for the second qualification. The second qualification must be enrolled in, in the same calendar year.

A \$250 deposit at the time of enrolment is required on or before the first day otherwise the student will not be enrolled.

5. **VET in Schools** students pay their home school directly as outlined in their enrolment confirmation letter. Ringwood Training charges the students home school for the delivery of the VET in Schools program; the amount charged is the total course fee.

Overdue accounts

- Overdue reminders sent to Student/Employer, via email twice and then telephoned the following week.
- If fees still outstanding, The Centre Manager Emails Student/Employer that student cannot attend Ringwood Training until fees paid. Department Coordinator also notified. (Refer overdue invoice aXcelerate template).

Cancellations, Withdrawals and Refunds

Withdrawing from course

Any student wishing to withdraw from a training program must notify Ringwood Training in writing. Refunds will be granted as follows:

NON VET in Schools	Before commencement of training	Deposit less \$100 will be refunded
	After commencement of training	No refund
VET in Schools	Before commencement of training	No Charge
	After commencement of training & prior to 1st March	\$50 Administration fee
	After 1st March	No refund

If Ringwood Training cancels a course a full refund will be paid, and if Ringwood Training closes a full refund will be paid.

Fees may be waived or discount at Centre Manager's discretion.

Fee Assistance

Students having difficulties with payment of fees will need to contact Ringwood Training administration team to discuss payment plan options.

Ringwood Training will offer weekly or fortnightly payment options. Payments must be a minimum of \$75 per week (\$150 if paying fortnightly) unless this minimum payment will not have the outstanding balance in full by 30th September of that calendar year. In this case the minimum payment will be calculated by RT admin.

If a student is applying for a payment plan they will be charged a billing fee of 5% of total course tuition fees. If the payment plan needs to be renegotiated the student will incur a \$50 administration fee which must be paid at the time of renegotiation.



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If a student defaults on their agreement Ringwood Training has the right to suspend the student's enrolment and restrict access to Ringwood Training services and goods until the default is rectified.

Payment plan agreements are only available to students who have an invoice of \$500 or more and are not available if the student's invoice is raised on the 1st September to 31st December of that calendar year.

If the student is under 18 at the time of the payment plan being agreed upon Ringwood Training will obtain signatories from the Parent/guardian by emailing them the payment plan contract. The payment plan cannot be finalised until this has been obtained.

It is also at the discretion of the Centre Manager to not charge a student's tuitions fees provided that it is documented thoroughly on Axcelerate the reason this has occurred. This will only be on a case by case basis. The fees must be reported to Skills First as \$0.00

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Scholarship

Purpose

Ringwood Training's Scholarship program aims to encourage and recognise students in their pursuit of excellence. The Scholarship Program is intended to provide students with the financial support to further their education as well as reward achievement and effort.

Students who receive scholarships will have demonstrated previous education excellence (attendance and results).

Scholarships may be offered to prospective or existing students who are enrolling into an Information Technology qualification.

Policy

Availability of scholarships

- Scholarship selection occurs throughout the year. There will be only three scholarships granted per calendar year for IT Qualifications only.
- Current students are eligible to apply for scholarships
- The decision to award a scholarship is entirely at the Centre Managers discretion.
- Names of scholarship holders will not be published.
- Scholarships applications are to be submitted to the Centre Manager. Scholarship applications can be obtained from the Department Coordinator or admin.

Value of scholarships

The value of the scholarship will be of the Skills First funded cost of the qualification/s the student is enrolling for. Maximum of two at one time.

Duration of Scholarships

- The tenure of a scholarship will be to the end of the qualification (expected completion is within 12 months)
- A Scholarship offer may not be deferred and the student must be enrolled within 4 weeks of receiving acceptance.
- After commencement of a scholarship the student must complete the qualification and cannot suspend to a later date.

Eligibility Requirement of Scholarships

Students applying for a scholarship must meet the following eligibility criteria:

- Student is to meet all skills first eligibility criteria
- Student has experienced or is experiencing some form of difficulty
- Student to demonstrate excellent attendance and achievement of good results