



Student Fees & Charges Policy

Albury Wodonga Community College Australia is committed to levying and refunding student fees and charges in a transparent, fair and equitable manner. We are also committed to ensuring that students get what they pay for – the delivery of quality training and assessment services. Albury Wodonga Community College offers a variety of funding options which provide our students with the opportunity to engage in affordable training.

The following sections of this Student Fees and Charges Policy and Procedures outline how we charge, collect and refund fees and charges to students and the funding available through Albury Wodonga Community College to eligible students.

Albury Wodonga Community College reserves the right to amend this Student Fees and Charges Policy and Procedures at any time and will notify you by posting an updated version of this Student Fees and Charges Policy on our website.

If you would like further information in relation to the Student Fees and Charges Policy and Procedures or the applicable fees and charges, please contact Albury Wodonga Community College:

Address:	63 High Street Wodonga Vic 3690
Phone:	02 6043 8200
email:	reception@awcc.edu.au

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1 Fees and charges

Albury Wodonga Community College levies fees to students at the time of enrolment. The fees charged will vary depending on the qualification/units of competency/modules, location of training, eligibility for funding and individual circumstances at the time of enrolment.

The types of fees and charges levied by Albury Wodonga Community College include:

1. Tuition fee
2. Charges for additional services
3. Recognition of prior learning (RPL) fee

1.1 Tuition fee

Albury Wodonga Community College charges a tuition fee payable by a student for the provision of training and assessment services.

The tuition fee includes the issuance of a Student Card, original certificate and record of results or Statement of Attainment upon completion of the qualification/units of competency/modules. If a student requires a replacement Student Card or reprint of their certificate, statement of attainment after completion, this will be subject to a charge as detailed below under section 1.2 Charges.

The training and assessment resources are included in the tuition fee and no separate materials fee is charged. However, if a student misplaces their training and assessment resources and requires a replacement, the student must pay a charge as detailed below, prior to the training and assessment resources being reissued to the student.

In some courses the resource is provided electronically as an e-book on an e-reader or tablet. Students who prefer to have a printed copy of the text pay an additional charge as detailed below.

(i) Government subsidised tuition fee

A Government subsidised tuition fee is charged to students who are eligible for government subsidised training for the provision of training and assessment services. A Government subsidised tuition fee is a contribution by a student to their training which is considerably reduced because the Government has subsidised a portion of the tuition fee. The Government subsidised tuition fee charged will vary depending on the funding available, location of training, the qualification/units of competency/modules and individual circumstances at the time of enrolment.

Further information in relation to the Government subsidised tuition fees charged under the available funding is set out below in:

Section 2.1 - Skills First Program (Victoria)

Section 2.2 - Smart & Skilled (NSW)

A student may be entitled to a reduction in their fees if they qualify as a concession under the relevant funding requirements.

Other government funding and subsidised programs arise from time to time. Albury Wodonga Community College will inform each student of any further available funding opportunities at the time of enrolment.

(ii) Fee for service tuition fee

A fee for service tuition fee is charged to students who are ineligible for Government funding.

The fee for service tuition fee charged will vary depending on the qualification/units of competency/modules, location of training and individual circumstances at the time of enrolment. There is no concession rate for fee for service fees.

1.2 Charges

Albury Wodonga Community College may levy the following charges for the provision of additional services.

Service	Charge (GST incl)
Reprint of certificate / statement of attainment	\$80
Additional or replacement tools or text books	At cost price
Replacement of Student Card	\$20
Student initiated deferment or variation to enrolment	\$150 per deferment or variation

Note: Working with Children Check and/or National Police Check required for work placement are to be independently obtained by the student and do not form part of the tuition fee

1.3 Recognition of prior learning

Albury Wodonga Community College charges a tuition fee for each Unit of Competency / Module or Unit of Study for recognition of prior learning (RPL) equivalent to the tuition fee charged for that Unit of Competency / Module or Unit of Study to a non-RPL fee-for-service student.

Albury Wodonga Community College do not charge any services fee or materials fee for RPL.

2 Funding

Albury Wodonga Community College offers a variety of funding options depending on a student's eligibility, location, qualification/units of competency/modules and individual circumstances at the time of enrolment. Albury Wodonga Community College will determine a student's eligibility to access the available funding options at the time of the pre-enrolment interview and in accordance with the requirements of the applicable funding arrangements.

Students may access eligibility calculators for both NSW and Victorian funding via our website (www.awcc.edu.au). However, it should be noted these calculators provide a general outcome based on minimum information input. The full criteria provided by you at the time of your pre-enrolment interview will accurately determine your funding eligibility.

2.1 Skills First (Victoria)

The Skills First Program is an entitlement for eligible individuals to Victorian government subsidised training in a vocational training course delivered in Victoria. Albury Wodonga Community College is contracted with the Victorian Government to deliver training under Skills First. Albury Wodonga Community College must assess a student's eligibility for Skills First and collect supporting evidence of a student's eligibility prior to course commencement. If a student is eligible, the Victorian Government will contribute to the cost of the student's training course.

To be eligible for Skills First funding you must meet the government's citizenship/residence requirements and at least one of the following:

- Under 20 years of age on 1st January of the year in which your course commences; or
- Enrolling in a qualification higher than any qualification you currently hold (upskilling).
- Seeking entry to a foundation skills course (additional conditions apply)

Rules regarding Skills First eligibility:

1. You can commence or be undertaking only two Victorian Government subsidised courses in a calendar year.
2. You may access this funding only twice in your lifetime.
3. You are not eligible for this funding if you are still attending secondary school
4. Accessing a Skills First entitlement will affect your future training options and eligibility for further government subsidised training under the Skills First program. (Refer to 2.)

5. If you are an Asylum Seeker (confirmed by the Asylum Seeker Resource Centre) or a Victim of Human Trafficking (confirmed by the Australian Red Cross), the citizenship/residency eligibility requirements may be waived. As part of your enrolment, you will be required to provide relevant evidence of support. You must also sign a declaration attesting to the accuracy of your responses.

Skills First Concession criteria:

If you meet the eligibility criteria for the Victorian Government subsidised course, you may be entitled to a concession on your tuition fee if you are an indigenous student or hold a valid:

- Commonwealth Health Care Card (or if you are the dependent spouse or child of the card holder), or
- Pensioner Concession Card (or if you are the dependent spouse or child of the card holder), or
- Veterans Gold Card.

A schedule of indicative fees under Skills First is available on our website (these fees may vary depending on individual circumstances at the time of enrolment).

2.2 Smart & Skilled (NSW)

Smart and Skilled is an entitlement for eligible individuals to New South Wales government subsidised training in a vocational training course. Albury Wodonga Community College is contracted with the NSW Government to deliver training under Smart and Skilled. Albury Wodonga Community College must assess a student's eligibility for Smart and Skilled and collect supporting evidence of a student's eligibility prior to course commencement. If a student is eligible, the NSW Government will contribute to the cost of the student's training course.

To be eligible for Smart and Skilled funding you must meet the government's citizenship/residence requirements and:

- be aged 15 years or older, and
- live or work in New South Wales, and
- no longer be at school (or equivalent)

Note: Aboriginal and Torres Strait Islander students who do not live or work in New South Wales but live in specific defined interstate NSW border areas are eligible.

Smart and Skilled Concession criteria:

If you meet the eligibility criteria for the NSW Government subsidised course, you may be entitled to a concession on tuition fees if you receive (or are the dependant of a person receiving) a specified Commonwealth Government welfare benefit or allowance.

Some students will qualify for a fee-free scholarship. This will be determined at the time of the pre-enrolment interview and proof of eligibility documents must be presented to verify this status.

3 Payment

All students are required to pay to Albury Wodonga Community College the applicable tuition fee, prior to course commencement, by:

- Paying the entire tuition fee up front if less than \$1500; or
- Paying the minimum deposit of the tuition fee (as outlined in the Course Information Booklet) and entering into a deferred payment arrangement (see 3.5).

Albury Wodonga Community College does not collect more than \$1500 in prepaid fees.

Students who do not pay their tuition fee and any applicable charges in accordance with the Student Fees and Charges Policy and Procedures or who fail to make payment of any invoice within the payment terms specified on the invoice may be excluded from class.

Note: A certificate, Statement of Attainment or record of results will not be issued to a student until all fees and any applicable charges are paid in full.

3.1 Invoices

Albury Wodonga Community College will provide all students with an invoice (where applicable) Statement of Fees with a breakdown of tuition fees and any government fund (if eligible).

3.2 Payment in person or over the phone

Students may pay their fees and charges in person by cash, cheque, electronic fund transfer, debit card or credit card by attending any of Albury Wodonga Community College's campus locations during business hours.

Albury Wodonga Community College only accepts payment by credit card using VISA or MasterCard.

Alternatively, students may make payment over the phone using a credit card by calling Albury Wodonga Community College during business hours on 02 6043 8200.

3.3 Payment by Cheque

Cheque payments must be made payable to Albury Wodonga Community College and mailed to:

Albury Wodonga Community College
PO Box 129
Wodonga Vic 3689

3.4 Payment by Electronic Funds Transfer

Students may pay their fees and charges by making a direct deposit into Albury Wodonga Community College's bank account.

Students must ensure they include their surname and invoice number in the description when making payment by electronic funds transfer (EFT). Failure to do so may result in a delay in recognising the payment and/or the inability to reconcile a payment against a student's debt.

Payment by EFT may be made to the Albury Wodonga Community College Ltd account:

Commonwealth Bank BSB: 063 534
Account No: 10404669
Reference: (your name/invoice number)

3.5 Deferred payment arrangements

If a student does not pay their full fees and any applicable charges upfront prior to course commencement, they must enter into a deferred payment arrangement prior to course commencement.

The deferred payment arrangement requires the upfront payment prior to course commencement of:

1. \$250
2. A deferred payment plan - The deferred payment requires a student to authorise a direct debit from their nominated bank account directly to Albury Wodonga Community College to be paid fortnightly calculated so that the total of the Government subsidised tuition fee or fee for service fee is paid through the instalments by no later than the final scheduled training session.

4 Refunds

As a student purchasing training and assessment services from Albury Wodonga Community College, you have consumer rights under the Australian Consumer Law. Albury Wodonga Community College has a statutory cooling off period of ten days from the date of enrolment for refund of tuition payments.

- AWCC - An amount of \$150 to cover administration costs, is included in the deposit. If the student withdraws from the course at any time, they will forfeit this amount. **If the total course fee is less than \$150**, this fee is required in full prior to course commencement.
- ACHE - As 2C4S course fees for Victorian subsidised learners is less than the standard administration charge of \$50, no refund is payable to students withdrawing from courses.

Any refund made by Albury Wodonga Community College will be issued by cheque made payable to the paying entity.

Visit the Federal Government's Australian Consumer Law website at www.consumerlaw.gov.au for more information on your consumer rights.

5 Course cancellation or cessation

If Albury Wodonga Community College cancels or is unable to offer a course which has not yet commenced and for which a student has made an advance payment of fees and any applicable charges, Albury Wodonga Community College will refund in full the fees and any applicable charges (including any services fee and materials fee (provided the materials are returned to Albury Wodonga Community College in their original condition)) paid in advance by the student upon receipt of an application for a refund under section 4 above.

If Albury Wodonga Community College cancels, ceases or is unable to continue to offer a course which has commenced and for which a student has made a payment of fees and any applicable charges, Albury Wodonga Community College will refund a portion of tuition fee or fee for service fee paid by the student for any unit of competencies/modules that were not completed by the student in full upon receipt of an application for a refund. Any services fee or materials fee will not be refunded once training has commenced, regardless of whether Albury Wodonga Community College cancels, ceases or is unable to continue to offer a course.

6 Student initiated withdrawal

A student may withdraw from a course prior to or after course commencement. All withdrawals must be notified in writing to Albury Wodonga Community College in accordance with the withdrawal procedure set out in the Student Handbook available at the Albury Wodonga Community College's High Street Wodonga campus and on our website.

7 Complaints and appeals

A student may raise a complaint or make an appeal in relation to eligibility for funding or refunds in accordance with Albury Wodonga Community College's Complaints and Appeals Policy available at Albury Wodonga Community College's High Street, Wodonga campus and in our Student Handbook on our website.