

### **Purpose**

This policy ensures that student fees are charged in accordance with the relevant government Training Fees and Charges Policy in each jurisdiction.

### **Scope**

This policy relates to all student fees and charges.

### **Policy**

"Program" refers to a series of learning modules, usually conducted over an extended period of time, leading to a qualification.

"Course" refers to a short-duration, stand-alone module or series of modules, either accredited or non-accredited, and not leading to a qualification.

### **Reassessment of withdrawn candidates**

Depending on the circumstances, if a long period of time has passed since completing earlier modules, an applicant who withdrew, and wishes to complete the course or program may have to undergo assessment again, against the earlier course competencies. This will ensure the knowledge and skills that are assessed against the competencies are current.

### **Withdrawal during course or program**

Generally, no refund of fees will be made to participants who leave a course or program or before completing it subject to directions of the State Training Authority in each state. In the case of a participant who withdrew from a course or program due to illness or extreme hardship, TexSkill may, at its discretion, allow completion of the course at a later date without further fee. The person concerned must produce satisfactory evidence of the circumstances of his/her withdrawal, such as medical certificates or evidence of hardship.

### **Fee Concessions or Exemptions**

Concession fees, partial and full exemptions can apply so as not to financially disadvantage students. Students may be eligible for concession or fee exemptions if they

hold a health care card, a Veterans Gold card, are an Aboriginal or Torres Strait Islander student or can demonstrate grounds for extreme hardship.

### **Issue and Re-Issue of Certificates and Statements of Attainment**

There is no fee for the issue of a Certificate or a Statement of Attainment upon completion or cessation of training, provided all enrolment and tuition fees have been paid in full. However, a \$30 fee may be charged for the re-issue of a lost or damaged Certificate or Statement of Attainment.

### **Fees Guarantee**

TexSkill is required by law to guarantee all student fees. Should in any unforeseen circumstance TexSkill be unable to complete the delivery and assessment of your program or course. You will be able to continue your studies with another provider at no additional cost.

Should TexSkill cancel a course or program, enrolled participants will be entitled to a full refund of fees paid. Alternatively, they may elect to have their fee credited to a future course or program.

For more information on fees, refunds, concessions or exemptions in your state please contact the Brunswick Head Office or the State Training Authority in your state (refer below)).

### **Management Responsibility**

CEO

### **Implementation Responsibility**

Financial Controller

### Reference

Fees and Charges Refund Application, Student Induction Handbook

#### State Training Authorities

##### NSW

NSW Board of Vocational Education & Training [www.vetab.nsw.gov.au](http://www.vetab.nsw.gov.au)

02 9244 5335

NSW Department of Education and Training

[www.det.nsw.edu.au](http://www.det.nsw.edu.au)

02 9561 8000

##### Queensland

Department of Education & Training [www.training.qld.gov.au](http://www.training.qld.gov.au)

1300 369 935

##### South Australia

Department of Further Education, Employment, Science and Technology

[www.training.sa.gov.au](http://www.training.sa.gov.au)

(08) 8226 3065

##### Tasmania

Skills Tasmania [www.skills.tas.gov.au](http://www.skills.tas.gov.au)

1800 655 846

Tasmanian Qualifications Authority

[www.tqa.tas.gov.au](http://www.tqa.tas.gov.au)

(03) 6233 6364

##### Victoria

Skills Victoria

[www.skills.vic.gov.au](http://www.skills.vic.gov.au)

(03) 9651 9999

Victorian Registration and Qualifications Authority

[www.vrqa.vic.gov.au](http://www.vrqa.vic.gov.au)

(03) 9637 2806