TasTAFE Fees and Refunds Procedure

# Audience

This procedure applies to all TasTAFE employees and is applicable for domestic learners enrolling with TasTAFE.

This procedure does not apply to:

* International learners: refer to the [Fees and Charges Policy (International Education)](https://recordsmanager.education.tas.gov.au/linkgeneratorapi/record/7122767/download_latest_final_file) and [Fees and Charges Procedure (International Education)](https://recordsmanager.education.tas.gov.au/linkgeneratorapi/record/7123815/download_latest_final_file) ; and the [Withdrawal and Refunds Policy (International Education)](https://recordsmanager.education.tas.gov.au/linkgeneratorapi/record/7123675/download_latest_final_file) and [Withdrawal and Refunds Procedure (International Education)](https://recordsmanager.education.tas.gov.au/linkgeneratorapi/record/7123676/download_latest_final_file) , or
* Learners enrolled as part of Partnering (auspicing) Agreements and Service Agreements for delivery to Government and non-Government colleges and High Schools.
* Learners enrolled in the Australian Government Adult Migrant English Program (AMEP).

# Purpose

The purpose of this procedure is to outline the various fees, payment terms and refunds relating to products delivered by TasTAFE, to ensure:

* quality and consistency of information given to employees and learners;
* awareness of the full costs associated with the product prior to course commencement; and
* awareness of the eligibility of refunds

# Procedure statement/details

All learners are to make a financial contribution to their training, unless deemed exempt under this procedure. Upfront payment is required, but if not possible, payment plans should be encouraged to eligible learners, to avoid the build-up of significant debts.

## Fees

Fees will be determined at the time of enrolment, having regard to:

* concessional status (for eligible skill sets and Certificate I – IV qualifications),
* fee exemptions,
* applicable waivers,
* eligibility for credit transfers, and
* Fee Free TAFE Places

### Concession Fees/Caps

A Concession Fee/Cap may apply to eligible learners, who are undertaking Eligible Training, in skill sets, short courses and Certificate I - IV courses (Australian Qualification Framework Level 1 to 4). The learner must upload evidence, at the time of enrolment, that they:

* are receiving a Centrelink allowance (such as Newstart, Youth Allowance, Disability Support Pension, a Pension, Austudy or Abstudy); or
* are listed on a current Centrelink Card as a dependent; or
* hold a DVA pensioner concession card; or
* hold a current Health Care Card.

For multi-year enrolments, proof of concession is not required after the first year. The learner will be entitled to the Concession Fee/Cap for each year of the enrolment.

Concession cards must be provided by the relevant cooling off period for that course.

### Fee Exemptions

Fee exemptions apply in limited circumstances (refer to the [Fees and Refunds Policy](https://recordsmanager.education.tas.gov.au/LinkGeneratorAPI/record/6918075/download_latest_final_file)).

* School leavers under 19 years of age at the 1st of January of the relevant year, who have not completed their TCE also known as a Levy Student (Maximum period of 2 years applies). During the enrolment process, Client Central staff check the student’s age, highest school level completed and if they have indicated they have left school, and if applicable apply the Levy Waiver in the Student Management System.
* Levy Students can only receive a fee exemption for a maximum of 2 years.
* This exemption does not apply to Other Fees or Administration Fees.
* Eligible training for Foundations Programs.
* Eligible training delivered to prisoners.
* Eligible training undertaken by former prisoners, must commence within 12 months of release and be in an eligible course that attracts a government subsidy (excludes commercial short courses, Diploma and Advanced Diploma courses).
* Individual program guidelines in some State and Commonwealth Government Contestable Programs may prevent the addition of course fees.
* Eligible Aboriginal and Torres Strait Islander learners~~. All~~ enquiries are to be forwarded to the International & Aboriginal Support Services team (refer to the [Aboriginal Student Fee Waiver Process](https://recordsmanager.education.tas.gov.au/linkgeneratorapi/record/6994674/download_latest_final_file).

### Fee Waivers

Only authorised positions have approval to waive learner fees (refer to the [Financial Delegation Framework](https://recordsmanager.education.tas.gov.au/linkgeneratorapi/record/5723030/latestfinalfile)).

A fee waiver may be applied in the following circumstances:

* Financial hardship.
  + Learners experiencing financial hardship should be advised of the availability of the Student Financial Hardship Fund, the application process and of the requirement to meet with a Student Counsellor. Further details can be found in the [Student Financial Hardship Fund Guidelines](https://recordsmanager.education.tas.gov.au/linkgeneratorapi/record/7132113/download_latest_final_file).
* Approved credit transfers, processed prior to the nominated cooling off period. (noting that Learners are do not pay for Credit Transfers)
* TasTAFE employees approved to undertake training (refer to the [Study Assistance Procedure](https://recordsmanager.education.tas.gov.au/linkgeneratorapi/record/4831168/LatestFinalFile), or the [Vocational Qualification Upgrade and Fee Waiver Agreement](https://recordsmanager.education.tas.gov.au/linkgeneratorapi/record/4893065/LatestFinalFile)).
* Eligible Aboriginal and Torres Strait Islander learners:
  + may have all eligible course fees waived at the time of enrolment (including Other fees and Administration fees)
  + consideration will be given for fee waivers relating to other forms of training on a case-by-case basis (all enquiries to go to the International & Aboriginal Support Services team - refer to the [Aboriginal Student Fee Waiver Process](https://recordsmanager.education.tas.gov.au/linkgeneratorapi/record/6994674/download_latest_final_file).
* Compassionate or compelling circumstances that are beyond the learner’s control and have a direct impact on their course progress or wellbeing (refer to [Compassionate or Compelling Circumstances](#_Compassionate_or_Compelling) below).

If a Fee Waiver is approved by the relevant delegate the following process must be followed to ensure that it is loaded into the Student Management System and Finance System.

* Approval is provided in email form by the TasTAFE staff member who has requested the waiver.
* Approval and all relevant documentation are forward to the Client Central contact for that area.
* The Client Central staff will load a service request via the TasTAFE Service Management System, filling out all appropriate items and attaching all evidence (including approval email).
* Client Central Team Leaders or Coordinators assign the service request to the appropriate staff member for processing.
* Client Central staff process the credit note in the appropriate system, and if applicable notify the Outsourced Finance Provider of refund details.
* If the invoice has been referred for debt collection, Client Central will contact the Outsourced Finance Provider (Currently DECYP) to request the removal of the invoice from debt collection.
* If applicable, the Outsourced Finance Provider (Currently DECYP) will arrange a refund via the TasTAFE Operational Bank Account.

### Compassionate or Compelling Circumstances

TasTAFE understands that circumstances may prevent a learner from participating in the learning and assessment activities required to complete their course within the enrolment period.

These circumstances may include personal or family crisis, bereavement, distressing events, acute illness, or injury that temporarily causes physical or mental impairment.

Learners who advise that extenuating circumstances have impacted their study progress may:

* apply for an extension of time to complete the course (refer to the [Student Course Participation and Progress Procedure](https://recordsmanager.education.tas.gov.au/linkgeneratorapi/record/4975061/download_latest_final_file) for details); or
* apply for a fee reduction or waiver in line with the above.
* all applications for a compassionate or compelling fee waiver must be accompanied by appropriate evidence (medical certificate or similar) and support from the relevant Education Manager and Head of Centre.

### Early Completion

Completing a product earlier than planned will not result in a reduction of fees.

### Transition to a New Training Package

Learners transitioning to a new training package qualification will retain the same amount of fees as the superseded qualification.

### Transition of Visa Type

In the event that the learner moves visa type during the course, and the learner’s status now entitles them to a subsidised or concessional fee, the fee will only change at the semester break, prorated for the units to be completed in each semester.

* For international students on a 500 visa, confirmation of their transition to a visa that entitles them to subsidised fees is required from the International Team.
* If a student is moving from a commercial offering to a deed-funded offering due to a change in visa, they need to provide a copy of their visa to Client Central to have their fees recalculated for the remainder of their course. Client Central staff will then action within the Student Management System.

### Continuous Enrolment

A Contract of Training (COT) is deemed to be continuous if the learner is re-enrolling in the same qualification and there are **no more than 3 months** between the cancellation date of one COT and the start date of the next COT.

In this case, the amount an apprentice or sponsor pays for the qualification will not be more than the total amount on the original enrolment qualification fee.

### Enrolments with Debts Outstanding

Enrolments will not be accepted from any learner with an outstanding debt with TasTAFE until the debt is paid, or a payment plan is in place for the outstanding amount. In exceptional circumstances enrolments in free Foundation Courses or similar will be approved by the Senior Manager, Finance and Procurement. Any requests must be supported by evidence or support from TasTAFE Student Counsellors.

## Generation of Invoices

Fees are to be generated in the Student Management System (SMS) on enrolment, by client central, and emailed to the relevant leaner or sponsor.

* **Concession fees** and any credit transfer waivers are calculated in the SMS. If applicable, the Concession Cap is then applied by Client Central.
* **For courses longer than 12 months** (except for Diploma/Advanced Diploma qualifications), the total fee payable will be broken into annual instalments, calculated automatically in the SMS.
* an invoice will be raised by Client Central, in each year following, around **the same time as the ‘enrolment anniversary’ date.**
* if a student completes the course early, any future instalments will need to be invoiced by Client Central, so that the fees are paid in full.
* **For Diploma and Advanced Diploma qualifications** the total fee payable will be divided evenly across each unit of study. Fees are generated four to six weeks prior to each census date.
* **For Contracts of Training (COTs)** the total fee payable will be divided over the duration of training and calculated in the SMS by Client Central.
* the invoice for the first year of training is to be raised by Client Central at the time of enrolment, which must be no later than 3 months after the contract of training commencement date, and the due date is 14 days after the invoice date.
* the invoice can be issued to the student, or a sponsor can authorise TasTAFE to invoice them for payment of training fees (by completing a TasTAFE Sponsor Authorisation form)
* the party issued the invoice (student/sponsor) is liable for that invoice
* invoices will be raised by Client Central, each subsequent year, on the ‘enrolment anniversary’ date.
* where a COT has been suspended, and the period of suspension is added to the contract length, continue invoicing as per the normal anniversary date.
* **For Skills Sets and Short Courses the** total fee is calculated automatically in the SMS and invoiced by Client Central on enrolment.
* **Fees unable to be invoiced by the SMS**
* Some ad hoc commercial agreements or similar cannot be invoiced through the SMS.
* In this case, the relevant member of staff responsible for administration of the product, must complete a [Request to Invoice Template](https://doccentre.tastafe.tas.edu.au/documents/request-to-invoice-import-template-2017.xlsx) which must be submitted to [finserv@decyp.tas.gov.au](mailto:finserv@decyp.tas.gov.au) for creation.

### Payment Expectations

Where a learner has not entered an agreed payment plan or sponsorship arrangement, fees should be paid as per the below:

* **Accredited Skill Set, Short Course and Certificate I - IV Course Fees:**   
  paid prior to the commencement date, or if the course has commenced no later than 14 days after the commencement date.
* **Non-Accredited training products less than 1 week in duration:**
  + Individual Learners – paid prior to commencement date.
  + Businesses – paid prior to commencement date or no later than 14 days after invoice date.
* **Non-Accredited training** **products greater than 1 week in duration:**
  + fees should be paid prior to the commencement date, or no later than 14 days after the invoice date if the course has commenced.
* **Diploma and Advanced Diploma Course Fees**
  + Fees, including Other Fees, must be paid in full for each unit of study by census date or 14 days after invoice date if the unit of study has already commenced, or by deferring payment to a VET Student Loan.
  + If a learner defers payment to a VET Student Loan, but is deemed ineligible for the Loan, the learner is to pay the fees related to the current units of study, in full, by the census date.
  + If a learner defers payment to a VET Student Loan but the amount payable exceeds the VET Student Loan Cap, the learner is to pay the balance by the census date of each unit of study date otherwise the enrolment may be cancelled.
* **Contracts of Training (COTs)**
  + COTs are to be Invoiced at time of enrolment, then each subsequent year on anniversary of enrolment date. Due date is invoice date plus 14 days. Invoice can be issued to the learner or sponsor.
  + The party issued the invoice (learner/sponsor) is liable for that invoice.
  + If the learner changes employer mid-way through the annual invoice period – no impact if after cooling off period because the invoice should have already been paid.

Testamurs or Statements of Attainment will not be issued unless all fees are paid in full.

**Exceptions:** if a COT is cancelled, and the employer has not paid the fees in full, or an approved authorised sponsor does not pay, the learner will be issued with the Testamur or Statement of Attainment.

### Payment Options

Payment options include:

* EFTPOS, at a TasTAFE client services counter
* Credit card, over the phone
* Direct deposit, BPAY or Service Tasmania into the TasTAFE Operating Account.
* Learners who receive regular Centrelink payments have the option of paying via Centrepay
* Entering an agreed TasTAFE [payment plan](bookmark://Payment_Plan):
  + for eligible training, these can be arranged through Client Central, for a maximum period of no longer than the course duration.
  + Non eligible training, the maximum period can be no longer than half the course duration
  + Diplomas and Advanced Diplomas, do not have access to TasTAFE payment plans.

*It is noted that TasTAFE Students and Sponsors are strongly encouraged to only pay via the above methods, there are numerous scams circulating, TasTAFE will only recognise payments made by the above methods.*

### Cooling Off Period

Contracts of Training, Accredited Certificates I - IV, Commercial Courses, Eligible Skill Sets and Short Course enrolments have a cooling off period where a learner can formally withdraw, which is communicated to learners on the Confirmation of Enrolment document sent by email.

If a learner does not withdraw prior to this date, they are liable for the full amount of fees invoiced.

Withdrawal forms must be completed and signed by a teacher, then approved by the Education Manager or Operations Manger prior to being processed by Client Central.

The cooling off period for courses is as follows:

* **COTs:**
  + When formal training has commenced, the cooling off period is 73 days (20% of a year) after the enrolment start date. (Note: exception where the learner withdraws within six months of the enrolment date without having commenced formal training – refer to Refunds section of this document)
  + In the second, and following years, the anniversary of the enrolment date is the due date of the next invoice and enacts another 73 days (20% of a year) cooling off period.
* **Accredited Certificate I - IV products:** 
  + ‘Standard Enrolments’ are calculated in days, using [End of course date – Start of course date] x 20%
  + ‘Anytime Enrolments’ are calculated in days, using the invoice date as start date and 365 days from the invoice date as the end date: [End date – Start date] x 20%
* **Commercial Courses, Eligible Skill Sets and Short Courses:**
  + 72 hours prior to the course commencement.
  + No cooling off period applies if enrolled after the course commences.
* Census Date for Diploma and Advanced Diploma products  
  Census dates represent the last date a learner can withdraw without incurring a debt for the unit of study period. For learners who have deferred fees through VET Student Loans, the Census Date is also the final date for withdrawal where a VET Student Loans debt will not apply.
* Tuition fees will be invoiced for the first unit of study at time of enrolment.
* Subsequent units of study will be invoiced 4- 6 weeks prior to the census date of each unit of study period.
* The invoice due date is the census date of the unit of study.
* Following a course withdrawal, TasTAFE will not re-enrol the learner without the written permission of the learner.
* Learners wishing to re-enrol following their withdrawal, or cancellation of their enrolment and their VET Student Loan, will need to reapply using the course application option on the TasTAFE website, and;
* a new VSL Loan Application, for the course, or part(s) of the course the learner has not yet undertaken, will also need to be completed by the learner. It is notes where a student is returning to the same course with a previously approved loan application, only a progression form is required to resume their loan.
* this will be deemed as written permission given by the learner for their re-enrolment into the course.

## Refunds and Credit Notes

Learners will only be granted a refund if they formally withdraw before the end of the course’s Cooling Off Period or Census Date. **Exceptions** include:

* the learner paid for a course, but TasTAFE has enrolled the learner in the incorrect product.
* learners who withdraw from a COT in the first year of training, within six months of the enrolment date, will be eligible for a full refund if there is no evidence of commencing formal training (e.g. on-the-job training, classroom attendance, participation in workshops, webinars or online learning).
  + does not apply to Continuous Enrolments

The formal date of withdrawal of a COT is deemed the actual cancellation date of the COT.

### Refund Conditions

During the current year, or course period, full/partial refunds of fees will be given if the following circumstances apply:

* a learner pays fees but provides evidence of credit transfer/s or concession before the end of the Cooling Off Period
* a learner pays fees and formally withdraws before the end of the Cooling Off Period
* TasTAFE cancels the course
* Other conditions:
  + **For Eligible Certificate I – IV Product Fees:** full refund prior to the end of the Cooling Off Period, unless the learner has commenced formal training in any unit of competency, at which point an 80% refund will be provided. Evidence of formal training may include participation in workshops, webinars, tutorials, online learning or classroom attendance.
  + **For Eligible Skill Set and Short Course Fees:** full refund if notification of withdrawal is received 72 hours prior to the commencement of the course. If the course is online and does not have a formal commencement date, intention to withdraw must be received within three days of receiving the acceptance of enrolment email.
  + **For Non-eligible training products with less than 5 consecutive days in duration:** full refund if notification of withdrawal is received 72 hours prior to the commencement of the course. An exception is if the learner provides a medical certificate or Statutory Declaration, PRIOR to the end of the course period, stating they were unwell and unable to attend.
  + **For Non-eligible training products greater than 1 week in duration:** full refund if notification of withdrawal is received 72 hours prior to the commencement of the course. If the course has commenced when the learner enrols there is no Cooling Off Period.
  + **For COTs with and extended completion date due to a period of suspension:** If the contract is cancelled, the suspended period will need to be taken into consideration when deeming eligibility of a refund. Any employer requests for a credit, due to the apprentice being on suspension, will need to be approved by the Senior Manager Finance & Procurement, on a case-by-case basis.
  + **For Diploma and Advanced Diploma products:** full refund of current unit of study prior to the Census Date.

### Refunds of Other Fees

* Cooling Off Periods do not apply to Other Fees.
* Refunds of Other Fees will be given if the product or activity associated with the fee is not supplied (e.g. resources/excursions/online learning).
* Where materials have been used, or expenditure has been incurred by TasTAFE and cannot be recouped, no refund applies.

### Refunds for Learner/Sponsor with Outstanding Debts

* Where a refund is due and there is an outstanding debt on prior fees, the refund will be credited against the outstanding debt.
* If the learner/sponsor has more than one outstanding debt, any refund due will be credited against the oldest outstanding debt first.

### Alternative Arrangements

* If TasTAFE is unable to deliver an advertised course, a learner may be placed into a mutually agreed alternative course without any additional fees being payable.
* If the fees for the alternative course are less, the difference will be refunded to the learner.
* If no alternative course can be agreed, a full refund will be granted to the learner.

### Credit Notes issued for Financial Hardship

* Applications for financial hardship, received from learners after the Cooling Off Period, may be considered for credit of fees owing. Refer to [Student Financial Hardship Fund Guidelines](https://recordsmanager.education.tas.gov.au/linkgeneratorapi/record/7132113/download_latest_final_file).
* Fees cannot be reduced below the current concessional level for the product in question and requests for financial hardship need to be endorsed by a student counsellor.

### Special exemptions for Chief Financial Officer (CFO)

* The CFO has authority to approve a waiver or refund for an individual business following recommendation from the Senior Manager, Finance & Procurement.

### Payment of Refunds

* Finance and Procurement through the Outsourced Finance Provider (Currently DECYP) will use its best endeavours to ensure timely payment of all refunds, by direct deposit into a nominated bank account, upon receipt of all required documentation.

## Annual Increase of Fees

* Annually before September each year the Senior Manager, Finance and Procurement (supported by the Chief Financial Officer) will approach the TasTAFE Board with a review of prices in line with movement in the Tasmanian Consumer Price Index as published by the Australian Bureau of Statistics.
* It is noted that all prices are subject to Minister and Skills Tasmania Approval which is sought through the Executive Director, Governance and Corporate Affairs.
* Once approved by the TasTAFE Board the Manager, Business Systems will ensure that the following years prices are reflected in applicable systems.

# Responsibilities

#### Chief Financial Officer (CFO)

* Ensure the individual product fees are published and maintained.
* Authority to waive learner fees per the [[Financial Delegation Framework](https://recordsmanager.education.tas.gov.au/linkgeneratorapi/record/5723030/latestfinalfile)](https://recordsmanager.education.tas.gov.au/linkgeneratorapi/record/5723030/latestfinalfile)

#### Senior Manager, Finance & Procurement

* Review and, where appropriate, recommend fee waivers where a Credit Transfer is not a suitable option (excludes financial hardship).
* Reviews and, where appropriate, recommend students enrolment in Free Foundation products or similar, when the student currently has an outstanding debt to TasTAFE.

#### Executive Directors

* Ensure the practices of all teams within their area of responsibility are in line with this procedure.

#### Executive Director, Corporate and Governance Affairs

* Arranges ministerial approval of any price increases at TasTAFE.

#### Manager Business Systems and Reporting

* Ensure the fees are current on TasTAFE’s public website.
* Manage the Student Management System to generate invoices.

#### Client Central Staff

* Provide the appropriate customer service to TasTAFE customers to allow them to complete payments, or otherwise.
* Generate invoices for fees on enrolment.
* Address any invoicing queries, in accordance with this procedure and the Fees and Refunds Policy.
* Review fees annually.
* Provide information on payment plans for students requesting them and ensure they are entered into the relevant systems, as per this procedure and the Fees and Refunds Policy.
* Check completed withdrawal forms for accuracy, and eligibility for refund, before processing.
* Raise credit notes.
* If [Financial Hardship](https://recordsmanager.education.tas.gov.au/linkgeneratorapi/record/4706339/LatestFinalFile) is discussed, refer the learner or sponsor to the relevant support channel.
* Record relevant correspondence and conversations with students regarding fees/invoices/attendance/withdrawal in the Student Management System (SMS).

#### Education Managers

* Ensure all correspondence and conversations with learners regarding fees/invoices/attendance/withdrawal is documented and requested to be saved in the Student Management System (SMS) by Client Central.
* Approve withdrawal forms and forward to Client Central staff for processing.

#### Operations Manager

* Approve withdrawal forms and forward to Client Central staff for processing.

#### Head of Centres

* Ensure relevant centre is effectively implementing the Fees and Refund Procedure.

#### Teachers

* Ensure all correspondence and conversations with learners regarding fees/invoices/attendance/withdrawal is documented and requested to be saved in the Student Management System (SMS) by Client Central.
* Complete withdrawal forms and forward to Education Manger or relevant operations manager for approval within seven days of receipt.

# Associated legislation/documents

* [Fees and Refunds Policy](https://recordsmanager.education.tas.gov.au/LinkGeneratorAPI/record/6918075/download_latest_final_file)
* Current and relevant legislation relating to: [Competition and Consumer Practices/Protections](https://www.legislation.gov.au/C2004A00109/latest/text)
* [Standards for Registered Training Organisations (RTOs) 2015 – Clause 5.3](https://www.asqa.gov.au/rtos/users-guide-standards-rtos-2015/chapter-2-enrolment/clauses-51-53-informing-and-protecting-students)
* [VET Student Loan (VSL) Act 2016](https://www.legislation.gov.au/C2016A00098/latest/text)
* [[Aboriginal Student Fee Waiver Process](https://recordsmanager.education.tas.gov.au/linkgeneratorapi/record/5496304/download_latest_final_file)](https://recordsmanager.education.tas.gov.au/linkgeneratorapi/record/5496304/download_latest_final_file)
* [Financial Delegation Framework](https://recordsmanager.education.tas.gov.au/linkgeneratorapi/record/5723030/latestfinalfile)
* [[Fees and Charges Policy (International Education)](https://recordsmanager.education.tas.gov.au/linkgeneratorapi/record/7122767/download_latest_final_file)](https://recordsmanager.education.tas.gov.au/linkgeneratorapi/record/7122767/download_latest_final_file)
* [Fees and Charges Procedure (International Education)](https://recordsmanager.education.tas.gov.au/linkgeneratorapi/record/7122767/download_latest_final_file)
* [Risk Assessment Matrix](https://recordsmanager.education.tas.gov.au/linkgeneratorapi/record/5060405/LatestFinalFile)
* [Request to Invoice Template](https://doccentre.tastafe.tas.edu.au/documents/request-to-invoice-import-template-2017.xlsx)
* [Student Course Participation and Progress Procedure](https://recordsmanager.education.tas.gov.au/linkgeneratorapi/record/4975061/download_latest_final_file)
* [Student Financial Hardship Fund Guidelines](https://recordsmanager.education.tas.gov.au/linkgeneratorapi/record/7132113/download_latest_final_file)
* [Study Assistance Procedure](https://recordsmanager.education.tas.gov.au/linkgeneratorapi/record/4831168/LatestFinalFile)
* [Vocational Qualification Upgrade and Fee Waiver Agreement](https://recordsmanager.education.tas.gov.au/linkgeneratorapi/record/4893065/LatestFinalFile)
* [Withdrawal and Refunds Policy (International Education)](https://recordsmanager.education.tas.gov.au/linkgeneratorapi/record/7123675/download_latest_final_file)Withdrawal and Refunds Policy (International Education
* [Withdrawal and Refunds Procedure (International Education)](https://recordsmanager.education.tas.gov.au/linkgeneratorapi/record/7123676/download_latest_final_file)

# Measure of procedure effectiveness

No adverse audit outcomes.

# Definitions/acronyms

**Advertised product:** a change in the advertised duration or type of delivery of a product will not be deemed a change in an advertised product.

**Anytime enrolment:** a product course that has a start date that is not fixed, which allows for learners to commence the course within the calendar year and complete the course by the end of the course duration. For anytime enrolments the end date of the course is pushed out by the duration of the course depending on when the enrolment is made active.

**Census Dates – Diplomas/Advanced Diplomas:** TasTAFE will set Census dates for each unit of study at Diploma and Advanced Diploma.

**Cooling Off Period:** The cooling off period for courses is the period within which learners can withdraw from a course and be entitled to a refund or partial refund.

**Commercial Product**

**Credit Transfer:** Credit provided to a Learner for Units of Competency previously attained from an RTO and evidenced by National Recognised credentials.

**Eligible training:** Training (qualifications and skill sets) funded through the Deed of Purchasing Arrangement (DoPA) with Skills Tasmania, excludes Diplomas and Advanced Diplomas.

**Financial Hardship:** Are those circumstances related specifically to unexpected/extreme situations which result in a learner’s ability to pay the outstanding fees.

**Formal training:** A unit of study has commenced.

**Formal withdrawal:** Withdrawal/request for waiver must be submitted to client services or delivery admin prior to cooling off date. It is a learner’s responsibility to notify Client Services or delivery admin. Notification to teacher does not constitute formal withdrawal.

**Levy Student:** school leavers 19 years of age or under on the 1st of January of the year of enrolment, who have not completed Year 12.

**Non-Eligible training:** Training not subsidised under the Deed of Purchasing Arrangement with Skills Tasmania. Includes commercial courses, Diplomas and Advanced Diplomas.

**Offering or Course:** A product offering or course is used to describe the delivery of TasTAFE’ s items of curriculum. It describes the where, when, and how of curriculum items. Product offerings are created from products and includes elements such as the campus, dates of delivery, mode of attendance.

**Other Fee:** A fee charged when additional costs are incurred for learning resources, acquisition of licences, computing fees, excursions involving travel and accommodation, etc.

**Outsourced Finance Provider:**  Provider of outsourced finance operations processes including Accounts Receivable, currently this is the Department for Education, Children and Young People

**Product:** TasTAFE’s items of curriculum.

**Product Fee:** A fee that applies for the delivery of training and/or assessment which includes tuition, support services, assessment, certification, and basic material and is, in most instances, eligible by government funding.

**Refund**: monies returned to learner. Note, for the purpose of this procedure, if a learner has not paid fees, a refund means a credit.

**Standard Enrolment**: a product offering that has a fixed start date.

**Student Management System (SMS):** computerised student management system that stores and manages all learner information/data in one software consistent with *Archives Act 1983*.

**TCE:** Tasmanian Certificate of Education

**VET Student Loan:** is Vocational Education and Training loan program, provided by the Australian Government, that helps eligible students enrolled in approved courses at Diploma level or above pay their tuition fees.

# Policy control

## Contact points

| **Responsibility** | **Position title** | **Contact person** | **Contact number** |
| --- | --- | --- | --- |
| **Executive owner** | Chief Financial Officer | Will McShane | 0437 192 635 |
| **Procedure owner** | Senior Manager, Finance & Procurement | Matt Carroll | 0407 649 597 |
| **Contact person** | Senior Manager, Finance & Procurement | Matt Carroll | 0407 649 597 |

## Consultation

The following teams/positions should be consulted during the development/review of this Procedure:

* Executive Director, Quality and Academic Services
* Executive Director Education, Operations
* Manager Quality
* Senior Manager, Client Central
* Administration Manager, Client Central
* Heads of Centre
* Business Systems Officer
* Business Systems Manager

**Endorsement required prior to Executive Approval:**

Risk and Compliance Committee

## Endorsements

| **Committee** | **Date** |
| --- | --- |
| Risk and Compliance Committee | 28.0.2025 |

## Dates:

**Last approved:**  11/03/2025

**Next review**: 11/03/2028

## Version history

| **Version** | **Date** | **Description of changes** |
| --- | --- | --- |
| 1.0 | 1/10/2015 | Minor changes throughout document - dates and position titles.  Fees updated to 2016 values |
| 2.0 | 16/03/2016 | Additional information added under ‘Concessions’:  *‘Eligible fees and concessions must be offered to eligible students if they are undertaking a qualification that is supported through the Deed of Purchasing Agreement with Skills Tasmania. A student who is not eligible for Government support must pay a ‘commercial’ rate for participation in such qualifications. Additionally, TasTAFE can choose to offer other training that is not eligible, for example short courses and unaccredited training, and all participants in such training will be charged ‘commercial’ rates. No concessions will apply.’* |
| 3.0 | 30/04/2017 | Major update to reflect new fee structure implemented from 1 January 2017. |
| 4.0 | 21/12/2017 | Minor change to include concessions for Apprentices and remove fees for extensions and re-assessments. |
| 5.0 | 18/09/2018 | Minor changes to reflect new fee structure implemented from 1 January 2019.  Update the fees applicable to students under the age of 19 who have not completed their TCE  TasTAFE can vary fees and concession access depending upon Executive decisions, this will not impact on currently enrolled students in the applicable qualification. |
| 6.0 | 10/09/2019 | Update template and changes to due dates and consequences of not agreeing to terms of payment arrangements including recognition of all types of fees. |
| 7.0 | 15/11/2019 | Minor clarifications made. Removal of 80% waiver for internet credit transfers. Change to the treatment of fees for students transitioning to a newer version of the qualification they are currently enrolled in will have no course fee implications. To make it clear financial terms covers all debts past and present incurred by a student |
| 8.0 | 11/05/2020 | COVID-19 update: enrolment MAY be (previously will be) cancelled due to not meeting financial terms at census date. |
| 9.0 | 25/6/2020 | Reference to Fee Schedule replaced with Individual Product Fee. |
| 9.1 | 20/12/2020 | Updated Position Title in “Contact Points” to Chief Operating Officer and minor changes |
| 10.0 | 18/2/2021 | No requirement for a 25% deposit on payment plans. No end date to request a fee waiver. |
| 10.1 | 4/3/2021 | Minor update to clarify invoicing and terms. |
| 11.0 | 29/04/2021 | Minor update. Change 19 years and under to 18 and under so in line with legislation |
| 12.0 | 24/09/2021 | Clarification of enrolment date for Contracts of Training, include details about VSL maximum limits and changed Diploma due date to census date. |
| 12.1 | 02/12/2021 | Reference to Aboriginal Student Fee Waiver Process added. |
| 12.2 | 30/05/2022 | Minor amendment to wording for consistency (ie “may” changed to “will” on page 5 to align with wording on page 8. |
| 12.3 | 15/09/2022 | Minor adjustment to clarify student is responsible for ensuring a sponsor debt is paid to have Diploma/certificate/Statement of attainment issued. Placed on new template |
| 12.4 | 26/06/2023 | Updated Executive Owner Contact Person |
| 12.5 | 25/09/2023 | Updated Executive Owner from Chief Operating Officer to Chief Financial Officer. |
| 12.6 | 15/02/2024 | Updated Policy Owner and Contact Person from Manager Finance and Assets to Manager Finance. |
| 13.0 | 21.11.2024 | Previously named ‘Fees Procedure’. Fees and Refund Procedure combined for ease of use - Fees Procedure has been revised and Refunds Procedure is now obsolete. Procedure has been modernised in line with TasTAFE’s continued transformation. Addition of Compassionate and Compelling Circumstances definition. |

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