



Fee Policy : VET FEE-HELP

RTO: 3855: Level 9, 221 Queen St Melbourne 3000: ABN 81006819503 p.03 9654 2037 f. 03 9650 3192 www.heleneabicair.com.au

1. Purpose

To detail processes and policies by which VET tuition fees are managed by HRA Pty Ltd T/As Helene Abicair College of Advanced Beauty Therapy [the college].

2. Introduction

The administrative staff of the college undertakes all fee collection and management. All financial transactions are reported to the Principal based and are subject to standard control mechanisms and internal audit processes.

VET tuition fees are set against individual VET unit(s) of study. A VET unit(s) of study is a distinct component or group of components of a course. The fee that is levied against a VET unit(s) of study is determined by the year the VET unit(s) of study is commenced.

3. Communication of VET tuition fees and changes to fees

Domestic student fees are published in the current Schedule of VET tuition fees (supplied to prospective students upon initial enquiry), distributed with the college's registration documentation and made available on-line.

The college sets and publishes a VET unit(s) fee schedule as follows:

- on or before April 1st for VET unit(s) of study with a census date in the same year between 1st July and 31st December, and
- on or before 1st October for VET unit(s) of study with a census date in the subsequent year between 1st January and 30th June of that year.

The college will state and publish its fees in the course prospectus. The schedule will also be made available on the college's website.

4. Tuition fee payment options for VET FEE-HELP for a student who is entitled, or would be entitled to VET FEE-HELP assistance:

- a – Up-front payment of VET tuition fees, whether in full or part. Please refer to section 7 on page 2.
- b – Payment of VET tuition fees by instalments direct to the college. Please refer to section 7 on page 2.
- c – **VET FEE-HELP**. Please refer to section 5 on page 1.

5. **VET FEE-HELP:** A VET FEE-HELP debt is incurred by a student who has submitted to the college a valid *Request for VET-FEE-HELP assistance* form, has not paid their tuition fees up-front in full direct to the college and remained in the VET unit(s) of study at then end of census date.

a. Withdraw from a VET unit of study before the census date.

Students enrolled in a VET unit(s) of study who lodge a withdrawal form for a VET unit(s) of study on or before the census date will not incur a VET FEE-HELP debt for such unit(s).

b. Withdraw from a VET unit of study after Census Date.

Students enrolled in a VET unit(s) of study who lodge a withdrawal form for a VET unit(s) of study after the census date will incur a VET FEE-HELP debt for the VET unit(s) of study they have enrolled in.

c. After the Census date all requests for re-crediting a FEE-HELP balance will be subject to the **Procedure for FEE-HELP Review (Re-crediting a FEE-HELP Balance)** Policy for students who submitted to the college a valid *Request for VET-FEE-HELP assistance* form. Where a student withdraws from a VET unit(s) of study after the census date, and the college is satisfied that special circumstances as defined in the **Procedure For FEE-HELP Review (Re-Crediting a FEE-HELP Balance)** Policy apply to the student's case, the students FEE-HELP balance will be re-credited.

If a student's FEE-HELP balance is re-credited, any VET FEE-HELP debt they acquired for the VET unit(s) of study is taken to be remitted. A student cannot apply for a re-credit or a remission if they have successfully completed the VET unit(s) of study. A student who receives a fail grade is not considered to have successfully completed the VET unit of study and may apply for a re-credit or remission providing the fail is attributable to special circumstances. Being unable to meet the academic requirements of a VET unit of study does not of itself make a student eligible for re-credit or remission.

Document Name	Fee policy	Created Date	19/03/2010
Version	4	Last Modified Date	19/03/2010
Authorised by	widdison	Pages in Document	2



Fee Policy : VET FEE-HELP

RTO: 3855: Level 9, 221 Queen St Melbourne 3000: ABN 81006819503 p.03 9654 2037 f. 03 9650 3192 www.heleneabicair.com.au

6. Commonwealth Assistance Notice

The college will issue a Commonwealth Assistance Notice (CAN) to each student that requested VET FEE-HELP after each census date in accordance with the Higher Education Support Act 2003.

7. Where a Student chooses to pay all or part of their tuition fees direct to the college:

This section applies to students who are, or would be entitled to VET FEE-HELP assistance but have chosen to pay all of their tuition fees upfront, by instalment, or part of their tuition fees up-front and submitted to the college a valid *Request for VET-FEE-HELP assistance* form for the balance. Please refer to section 5 on page 1, where VET FEE-HELP assistance for the balance of VET tuition fees is requested.

a. Students have until the end of the census date to make any up-front payment of their tuition fees, whether in full or part. Students who choose not to pay all of their tuition fee(s) for the VET unit(s) of study for which they have enrolled in, on or before the census date, must submit a *Request for VET FEE-HELP assistance* form or pay tuition fees for the VET unit(s) of study into which they have enrolled, on or before the census date. Please refer to section 5 on page 1, where VET FEE-HELP assistance is requested.

b. **Withdraw from a VET unit of study on or before the census date:** Students do not incur a liability for a VET unit(s) of study until after the census date. The college will repay in full to the student who is, or would be entitled to VET FEE-HELP assistance, any payment made direct to the college for his or her VET tuition fee for VET unit(s) of study that meets the course requirements that the student made on or before the census date for such VET unit(s) of study, if the student is no longer enrolled in the VET unit(s) of study at the end of the census date. A student's right to a refund for any tuition fees paid on or before the census date is not contingent on whether that student has made an application for that refund.

c. **Withdraw from a VET unit of study after Census Date:** Where the student withdraws from a VET unit(s) of study after the census date, no refund will be made for any tuition fees paid direct to the college for the VET unit(s) of study the student has enrolled in.

d. No VET FEE-HELP debt will be incurred for the VET unit(s) of study students have enrolled in where the tuition fees for such VET unit(s) of study have been paid upfront in full direct to the college.

8. Collection of Outstanding Fees Following after the Census Date for VET FEE-HELP Eligible Students who have not accessed VET FEE-HELP on or before the Census Date.

This section applies to students that elect to pay tuition fees direct to the college or have not accessed VET FEE-HELP on or before the Census Date and enter into a direct payment agreement with the college.

-In the event that a student's fees fall into arrears after the census date has passed, the following procedures apply:

-One calendar week overdue: First reminder letter sent.

-Two calendar weeks overdue: Second reminder and final warning sent. Student's class attendance placed on hold and all assessment results withheld.

-Four calendar weeks overdue: The matter is to be referred to a debt collection agency.

Once the processes of the debt collection agency have been exhausted, legal action to reclaim the debt may be instituted.

Once the collection of a debt has entered this phase, the matter is to be dealt with under the jurisdiction of the Courts and in accordance with applicable legislation.

In the event that fees are not paid by the due dates, and subject to reasonable communication and attempts to resolve the issue as outlined above, and in accordance with the college's policies and procedures and applicable legislation, the college reserves the right to cancel a student's enrolment.

This Policy and Procedure will be published in the Student Induction Handbook and college website.

Document Name	Fee policy	Created Date	19/03/2010
Version	4	Last Modified Date	19/03/2010
Authorised by	widdison	Pages in Document	2