

## ET SOP 019 Collecting and protecting fees

### 1. PURPOSE

MTC Australia is a Registered Training Organisation offering nationally recognised VET courses under the NEIS and Smart and Skilled program. This policy is developed to ensure MTC Australia fulfils its contractual responsibilities with the government contracts under NEIS, Smart and Skilled with regard to the management of Fees and Refund requirements for enrolled students.

### 2. SCOPE

This standard operating procedure applies to:

- VET Coordinator
- Training Administrator
- MTC Finance team

### 3. DEFINITIONS

N/A

### 4. REFERENCES

- [Standards for Registered Training Organisations \(RTOs\) – \(clauses 3.3, 5.3, 7.3\) & Schedule 6](#)
- [Student Handbook \(VET\)](#)
- [Enrolment Form \(VET & Smart Skilled\)](#)
- [Smart and Skilled Fee Administration Policy](#)
- [Smart and Skilled Contract Terms and Conditions](#)
- [Smart and Skilled Operating Guidelines](#)
- NSW Skills List [www.training.nsw.gov.au/smartandskilled/prices\\_fees.html](http://www.training.nsw.gov.au/smartandskilled/prices_fees.html).
- [ET SOP 009 RPL CT](#)

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### 5. PROCEDURE

#### 5.1 Determining the fee amount

a) The fee to be paid by a Student depends on:

- Course fee either specified on a course brochure or agreed on a Service agreement,
- Funding arrangements
- Students eligibility for fee concession or fee exemption (please see the Enrolment Form completed by a Student for details)
- Fee payment Agreement signed by Student
- Protecting fees paid in advance option maintained by MTC Australia

b) Fees and charges for students enrolling under the **Smart and Skilled Program**:

- Fee of an enrolled student will be determined in accordance with the [Fee Administration Policy](#)
- MTC Australia will provide all fees information during the enrolment process. This will be calculated using the Smart and Skilled Provider Calculator.
- Students will be informed of any applicable Schedule of payments on enrolment
- A fee payment instalment must not exceed **\$1,500**, if the student is paying the fee in advance of training
- For students who are eligible for a Fee Exemption , the amount of the Fee is \$0
- Fees will be adjusted if the Enrolled Student eligible for Recognition of Prior Learning or Credit Transfer for any unit(s) of competency for the approved qualification and the new fee will determined.

c) Fee Categories: There are six fee categories for student under Smart and Skilled

1. Standard Student – First Qualification
2. Standard Student – Subsequent Qualification
3. Apprenticeship (for qualifications offered as part of an apprenticeship pathway)
4. Traineeship (for qualifications offered as part of a traineeship pathway)
5. Concession
6. Exemption

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MTC Australia offers the Concession fee category to all students enrolling under the Smart and Skilled program.

### Concession Fees

Concession fee are a flat fee for the qualification level for disadvantaged students. Student who is receiving a specified benefit or allowance at the time of enrolment is eligible for concession. There are no concession for students enrolling in Diplomas and Advanced Diplomas.

#### d) Recognition of Prior Learning/ Credit Transfer:

MTC Australia adjusts the fees for all learners seeking recognition of prior learning/credit transfer for one or more units of competency

#### Recognition of Prior Learning:

- Where an enrolled student is granted RPL for one or more units of competency, the qualification price will be adjusted and a new student fee will be determined. The price is based on both fixed and variable costs. The fixed cost of the qualification will be reduced by 50 percent of the proportion of units of competency granted RPL.
- Where RPL for a unit of competency is assessed and only partially granted and some training delivery is still required, there is no reduction in the student fee.

Please refer to [ET SOP 009 RPL CT](#) for further details about pricing structure.

#### Credit Transfer:

Where an enrolled Student is eligible for Credit transfer (CT) for one or more unit of competency, the new qualification price will be determined. The fixed cost of the qualification will be reduced by the proportion of units of competency given credit transfer. The variable cost will be reduced by the total cost of each unit of competency granted credit transfer.

*Where a student is eligible for a **Concession** and has been awarded an RPL/CT, if the adjusted standard student fee (first or subsequent) is lower than the concession fee, the student is required to pay the relevant standard student fee.*

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### e) Discontinuing Students

MTC Australia manages fees and refund for any student who wishes to withdraw/discontinue their studies from a course in accordance with the following Smart and Skilled Administration policy. All students are advised about the following withdrawal options prior to any fees being paid

**Withdrawal without penalty:** this option allows any student to withdraw/discontinue from a course for any reason without any penalty. MTC Australia will advise a cut-off date to any student who wishes to pursue this path.

**Withdrawal after the cut-off date without penalty:** this option allows any student to withdraw/discontinue from a course after the cut-off date without penalty. MTC Australia will provide the student with a statement of fees that includes all fees applied and any fees refunded, if applicable. In such cases the request is processed as follows:

- i. Student must advise MTC Australia in writing by completing the Withdrawal/Refund /Deferment Request Form.
- ii. MTC Australia will provide the student with a Statement of Attainment including transcript for completed Unit of Competency within 30 days of notification, as mentioned above, of their decision to discontinue training.
- iii. MTC Australia will provide the student an updated training plan listing the Units of Competency where an outcome has been achieved, commenced but not completed and or not commenced
- iv. For Apprentices or Trainees, notify the local Training Services NSW Regional Office within 14 days of notification of the discontinuation of Training
- v. MTC Australia will provide all enrolled students with results of any outstanding completed training activities and or assessments.

### f) Transferring Students

MTC Australia manages transfer request application of students in accordance with the [Smart and Skilled Guidelines](#) and [Smart and Skilled Administration policy](#). A student may wish to transfer from one Smart and Skilled Provider to the other provider under the following conditions:

- choose to transfer on their own accord
- their initial provider closes
- their initial provider's smart and skilled contract has been terminated

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### Where a student choose to transfer on their own accord

1. Transferring from other Smart & Skilled provider to MTC Australia

MTC Australia will

- i. ensure that the student provides MTC Australia with a Statement of Attainment for one or more completed units of competency from the other provider
- ii. apply the standard credit transfer rule and grant credit for similar units.
- iii. use the Smart and Skilled Provider Calculator to determine the student fee

2. Transferring from MTC Australia to other Smart & Skilled provider

MTC Australia will

- i. ensure that the student is provided with a Statement of Attainment for one or more completed units of competency
- ii. other provider will fulfill their obligations as listed under **f) 1** above

### Where a student wants to transfer to MTC Australia due to their Provider closure or termination of their Smart and Skilled Contract:

MTC Australia will:

- i. ensure that the fee charged will not exceed the fee quoted by the initial provider
- ii. if the fee to be charged exceeds the initial student fee, MTC Australia will, prior to enrolling the student, confirm with the department about the fees to be charged. Department will be responsible to pay any additional fee gap to MTC Australia.

In the above circumstances, all students transferring to MTC Australia will need to provide the following:

- i. a Statement of Attainment for one or more completed units of competency from the other provider
- ii. an up to date training plan issued by their initial provider listing the Units of Competency where an outcome has been achieved, commenced but not completed and or not commenced
- iii. a statement of fees issued by their previous smart and skilled provider that includes all fees applied

MTC Australia will calculate the student fees by entering all details listed above in the Smart and Skilled Provider calculator.

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### 5.2 Protecting fees

The following rules of protecting fees paid in advance must be observed at all times:

- i. No more than **\$1,000** can be collected from a student prior to course commencement. (It is recommended to collect only a non-refundable deposit from students prior to commencement to avoid complications with refunds).
- ii. A fee payment instalment must not exceed **\$1, 500**, if the student is paying the fee in advance of training.

### 5.3 Requesting tax invoice

VET Coordinator and/or delegate:

- i. Determines the fee to be paid (as per point 5.1), in particular runs a JobReady report of ATSI status and confirms that evidence of fee exemptions and concessions are on student files.
- ii. Requests Finance Department to issue tax invoices (note: if a payee is a third party (e.g. employer), the invoice must include full student name(s)).

### 5.4 Payment methods

- MTC Australia is committed to maintaining a safe environment for both students and staff, and has a policy of cashless enrolment at all times.
- A payee can pay the fee, Concession fee or any other program-related charges by:

EFTPOS

### 5.5 Monitoring fees payment

- MTC Finance team checks whether invoices were paid and send reminders if necessary
- Students cannot commence their course until they paid at least the administration fee.

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### 6. RECORDS

Electronic files are stored according to the requirements detailed in the following table:

Record or Form Number	Description of Record or Form	Filing Method	Filing Location	Record Holder	Access the records	Active Retention Time	Archive Retention Time	Disposal Method
ET Form 003	<a href="#">Enrolment Form (VET &amp; Smart Skilled)</a>	Soft Copy/Hard Copy	<a href="https://mtc.jobreadyrto.com.au/user/signin/">https://mtc.jobreadyrto.com.au/user/signin/</a>	Training Administrator & VET Coordinator	Restricted	'Indefinite-electronic'	'Indefinite-electronic'	'Indefinite-electronic'
<b>Smart and Skilled Contract Terms and Conditions</b>	Smart and Skilled Contract Terms and Conditions	Soft Copy	<a href="#">Smart and Skilled Contract Terms and Conditions</a>	Training Administrator & VET Coordinator	Restricted	'Indefinite-electronic'	'Indefinite-electronic'	'Indefinite-electronic'

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### 7. VERIFICATION

Internal audit