**Fees, Charges and Refund Policy**

**PURPOSE**

To implement consistent fees and charges for all programs at insert org name. To meet the policy and compliance requirements of the Centre/House funding and registering bodies. To ensure all programs are accessible, equitable and sustainable.

**SCOPE**

All participants in the Centre/House programs

Manager/Coordinator

Administration Staff and Volunteers

**POLICY STATEMENT**

Insert org name will set course fees and charges according to the requirements of its contractual agreements with its funding bodies; Adult, Community and Further Education (ACFE), the Department of Health, Housing and Families (DHHF) and the Department of Education and Training (DET).

The Centre will advertise all fees and charges applicable to each program in the Course Guide, any promotional material and on our website.

Insert org namehas the following categories of fees:

**Funded Tuition Fees**

Funded tuition fees are determined according to the Guidelines set by ACFE (for pre-accredited training) and are to be paid in full on enrolment.

**Fee for Service (FFS)**

Full fee for service charges are set by the Centre/House at its discretion. This applies to all courses or programs which are not regulated by ACFE, or to students who are not eligible to receive a funded place in a Learn Local course or program.

Fee for Service charges are to be paid in full on enrolment unless otherwise agreed between the Executive Officer and student seeking enrolment. This alternative arrangement would take the form of a payment plan.

**Planned Activity Group fees**

**Class fees** are set according to the Guidelines for Planned Activity Groups from the funding body and are paid on a class by class basis.

**Excursions and activity fees** are set on a cost recovery basis and are to be paid on the date of the excursion activity. If excursions or activities require non-refundable payments by the Centre/House to secure the booking, full fees must be paid prior to the booking being made.

**Room Hire Fees**

Are set by the Centre/House at its discretion and are to be paid upon receipt. A full room hire pricing schedule is available from administration.

**Occasional Care Fees**

Are set by the *Centre/House* at its discretion on a cost recovery basis. Fees are charged in two ways:

*Example:*

* Full session (5 hours) per session
* One-off session/s (between 2 and 5 hours) per session

A deposit must be paid on acceptance of a place in the Occasional Care program and the remainder paid by the second week of term unless other arrangements have been made with the Primary Nominee (Lead Coordinator).

**Refunds**

Full refunds will be given for any course or program that is cancelled or postponed due to lack of numbers.

Participants who withdraw from a course or program are not entitled to a refund and any request will be considered by the Manager/Coordinator on a case by case basis.

**Occasional Care Refunds** *(example)*

Any withdrawal from the Occasional Care program requires two weeks’ notice. A refund of fees paid for the remainder of the term will be given – less the two week notification period. A 5% administration cost will apply to the total refund amount.

**Relevant Legislation**

Family Assistance Law Act – 14 (C’Wealth)

Electronic Transactions Act 2000 (VIC)

**Related Documents**

CCS Management Policy and Procedure

Parent’s Handbook

**Definitions**

N/A:

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| --- | --- | --- | --- |
| Policy/Procedure name | Fees, Charges and Refund Policy  | Version | 1 |
| Policy number | Insert Policy Number | Date developed | Insert Month/Year |
| Drafted by  | Manager/Coordinator | Approved by CoM | Insert Month/Year |
| Responsible person | Manager/Coordinator | Scheduled review date | Insert Month/Year |
| Policy Area | Operational |