

Date of approval	6 September 2024	Approved by	Director Student Experience
Date of effect	6 September 2024	Review date	30 September 2027
Relates to	VET Student Fees Policy VET Enrolments Policy VET Student Withdrawal and Fee Refunds Procedure	Version	v1 2024
Responsible Owner	Director, Student Experience		
Functional Manager	Manager, Student Administration, SMS Compliance and Government Load Reporting		

1. Outline

The purpose of these procedures are to ensure that:

- 1.1 Invoicing and Collection of Student Fees occur, and
- 1.2 The procedure complies with Institute and Commonwealth standards.

2. Scope

The procedures apply to all students and staff of the Institute regardless of where and how training is delivered (for example onshore, offshore, on the job, in the classroom, through formal study or assessment).

3. Procedures

The procedures are based on relevant Institute policies and procedures, including:

- VET Student Fees Policy,
- Student Fees and Invoicing Procedures, and
- VET Enrolments Policy.

Student fees will not be levied for units that were not delivered after a student enrolled in a unit.

Procedure steps	Responsibility
3.1 Enrol Students	Student Administration
<p>Students are enrolled in the relevant course/qualification as stated on the approved VET Enrolment Form and signed by the student and the relevant RTO representative (trainer), including:</p> <ul style="list-style-type: none"> • The relevant fee-category set up in accordance with the annual VET Student Fee Schedule; • Consideration of relevant and approved fee-exemptions. • Consideration of relevant cut-off dates. 	
3.2 Creation and Dispatch of Student Fees Invoices	Student Administration
<p>Check and create Student Fees Invoice and dispatch to the postal address as indicated on the student's enrolment form no later than 2 working days after the enrolment has been processed.</p> <p>The Invoice must contain information about the course, student identification number, costs of VET units of study, dates and withdrawal rights and obligations.</p> <p>The Invoice will add transparency by ensuring students are aware of the relevant fees (if applicable) should they continue with their enrolment past the withdrawal date.</p> <p>The Invoice must be delivered to a personal email or mail address nominated by the student.</p>	
3.3 Student debts created in the Finance System	Interface
<p>Using an Open finance Interface, student debt details are:</p> <ul style="list-style-type: none"> • Sent via electronic file transfer protocols from the Student Management System to the Finance System as afterhours transactions; 	
3.4 Receipt of student fees	Finance
<p>(a) Collect from students' applicable fees using relevant methods;</p> <p>(b) Record received monies in the Finance System</p> <p>(c) Issue receipts to students.</p>	
3.5 Student Payments created in the Student Administration system	Interface
<p>Using an Open finance Interface, student payment details are sent via electronic file transfer protocols from the Finance System to the Student Management System as after-hours transactions.</p>	

<i>Procedure steps</i>	<i>Responsibility</i>
<p><i>Note:</i> Payments that cannot be captured through '3.5 Student Payments create in the Student Administration system' may need to be manually administered through the relevant Student Management System ticketing system, for action by the Student Management System provider, such as a RemedyForce ticket.</p>	

4. Supporting Documents

- VET Student Fees Policy,
- VET Student Withdrawal and Fee Refunds Procedure, and
- VET Enrolments Policy.

5. Related documents

- *Student Identifiers Act 2014*, and
- *Student Identifiers Regulation 2014*.

6. Modification history

<i>Date</i>	<i>Version</i>	<i>Authority</i>	<i>Sections Modified & Details</i>
Jul 2015		EMG	New Procedure.
Sep 2016		Director PMR	Current to date - amended to be consistent with other student fee policies & procedures.
July 2018	V1.2018	Director PMR	Current to date extended as procedures are still current.
Nov 2018	V2.2018	Director PMR	Updated to new responsible officers and removal of reference to VET Fee Help (no longer current).
Feb 2021	V1 2021	Acting Chief Operating Officer	Updated to new responsible owner title. Amendment of dates and reference documents.

<i>Date</i>	<i>Version</i>	<i>Authority</i>	<i>Sections Modified & Details</i>
Nov 2021	V2 2021	Senior Policy Officer	Updated to new responsible owner title.
September 2024	v1 2024	Director Student Experience	Updated to new responsible officers and additional Note in sect 3.5.

7. Feedback

If you have any comments or feedback about this procedure, please contact the Manager, Student Administration, SMS Compliance and Government Load Reporting.