

# Student Contribution Fees Receivables and Recoveries Policy

## Background

Students undertaking training funded under the Department of Employment, Small Business and Training (DESBT) User Choice program are required to contribute to the cost of their training through a contribution fee. Student contribution fees under the User Choice program are set at \$1.60 per nominal hour for each unit of competency. This fee may be paid by the student or on their behalf by an employer or another third party.

Partial Contribution Fees of 40% will be charged where evidence of a Health Care Card, Pension Card, or where the student is of school age (under 18) or identifies themselves as Aboriginal or Torres Strait Islander person.

Student Contribution Fees may not be waived (whether directly or indirectly), unless approved in writing by DESBT.

School-based apprentices and trainees are exempt from Student Contribution Fees for all units that are commenced whilst in school.

## Invoicing

For Apprenticeships/Traineeships at Building Industry Training Pty Ltd, we do not charge Student Contribution Fees until a student has achieved (ie. completed) a unit of competency.

Units completed by the Apprentice/Trainee are assessed by their Trainer at the time of site visit. Once the unit of competency has been deemed competent, the student will be charged at \$1.60 per nominal hour for each unit of competency completed. An invoice for the Student Contribution Fee will be created and sent within 30 days of your date of unit(s) completion.

All Building Industry Training Pty Ltd course costs are outlined within the course information sheets that each student receives at pre-enrolment and stated in the student handbook provided at the time of sign up. In addition, the Student Contribution Fees are also detailed within the cost of each unit of competency on our website - <https://www.buildingtraining.com.au/available-courses/>

Student Contribution Fees will only apply to units that students undertake with Building Industry Training Pty Ltd. Units completed prior to training with Building Industry Training Pty Ltd are recognised under Credit Transfer (CT) if applicable to the qualification and are not invoiced by Building Industry Training Pty Ltd.

The Student Contribution Fees Invoice will list the following information:

- The name of the apprentice/trainee;
- Date of the invoice;
- Specific units of competency assessed as complete;
- Rate of student contribution fee in accordance with the currency User Choice policy;
- Payment due date;
- Total amount of student contribution fee; and
- Payment methods available.

Invoices are required to be paid in full within 14 days of receiving the invoice.

Payment can be made by Credit Card or Bank Deposit. Payment details are included within each invoice sent to the individual student.

If paying by Credit Card, students are required to fill out the card details on their invoice and email to Administration at [accounts@buildingtraining.com.au](mailto:accounts@buildingtraining.com.au) to process the payment.

If paying by Direct Bank Deposit, students are required to email a bank remittance receipt to Accounts at [accounts@buildingtraining.com.au](mailto:accounts@buildingtraining.com.au)

When making a payment, please include the following description information in the payment details.

- The name of the apprentice/trainee;
- Invoice number against which payment has been reconciled;
- Date of receipt generated; and
- Transaction confirmation number.

The bank remittance receipt can then be forwarded to Accounts at [accounts@buildingtraining.com.au](mailto:accounts@buildingtraining.com.au). Once Building Industry Training Pty Ltd has received payment for their Student Contribution Fees, Administration will send the student an electronic receipt to their nominated email account. If payment has been made by an employer or third party, they will also receive the receipt.

## Management Review of Student Financial Circumstances

Apprentices/Trainees may be eligible for full exemption of the Student Contribution Fees where it can be demonstrated that payment of this fee would cause them extreme financial hardship.

To qualify for financial hardship, students will have to supply amongst other things a full statement of their income and expenditure for each period of their course (ie. A budget) and any other evidence identified by the Company in order to assess the application (ie. Bank statement of current funds). All documents supplied as part of the application will need to be signed by a Justice of the Peace.

For any possible exemptions (with the exception of students identifying as Aboriginal or Torres Strait Islander), students will need to provide appropriate evidence. This can include a copy of their Health Care Card or Pensioner Concession Card, a Statutory Declaration explaining in detail how paying their Student Contribution Fee would cause them extreme financial hardship and that the budget supplied is true and fair representation of the student's actual circumstances. Extreme Financial Hardship applications will need to include a budget detailing income and expenses and be accompanied by a Statutory Declaration outlining their situation.

As circumstances change over time, students will be required to reapply for financial hardship every 6 months.

At the time of sign up or as soon as possible, students will need to provide their Trainer with all evidence for any fee exemption request. Students can also send it directly to Building Industry Training Pty Ltd at:

Email [admin@buildingtraining.com.au](mailto:admin@buildingtraining.com.au) or Post: PO Box 325 Labrador QLD 4214.

Once Building Industry Training Pty Ltd receives all supporting evidence from the student to substantiate an application for financial hardship, this will be reviewed by Management and an outcome of the application will be advised if approved or refused within 14 days.

Should an application for financial hardship be approved, Administration will send the student confirmation of the approval within 14 days of the decision.

Should the application for financial hardship be rejected, the applicant will receive a written statement including the reasons for the decision that will be provided to the student within 14 days from lodgement.

If any application is rejected, a student may lodge an appeal of the decision and incorporate any new information that may address any of the reasons outlined in the initial rejection. To assist student in completing an appeal, an appeals form can be accessed in the Student Handbook that was provided to each student at sign up. Students will receive a written notice of the outcome of their appeal within 14 days of the lodgement date.

## Student Contribution Arrears Follow Up

A student will have 14 days to pay their invoice/s before it is considered as overdue.

Once 30 days has passed, Administration will phone the student to advise of the unpaid Student Contribution Fees and will then email the student all unpaid Student Contribution Fees invoice/s. If we are not successful in making contact, a "Unpaid Fees Student Letter" will be sent to the student by email and/or post including all unpaid invoices.

Should the student have unpaid Student Contribution Fees after 45 days from the date of the invoice issued, Administration will resend a copy of the letter and attachments to the student.

The student's employer will also receive a copy of the letter and attachments to consider either direct payment or to encourage and facilitate the student to meet their obligations.

## Student Contribution Payment Recovery Process

If at any time students are concerned about being able to pay their Student Contribution Fees, are confused about the amount payable, or have any questions regarding fees, or if they would like to discuss a payment plan, please call or email our office within 14 days of the initial invoice on 1300 655 835 or [admin@buildingtraining.com.au](mailto:admin@buildingtraining.com.au) .

We are always approachable for our students and will treat their circumstances confidentially, sensitively, reasonably, and we will be flexible in developing a solution that takes the individual student's personal circumstances into account.

Should you find yourself unable to pay your Student Contribution Fees within 45 days of your receipt of an invoice, please contact Administration at [admin@buildingtraining.com.au](mailto:admin@buildingtraining.com.au) with evidence of your financial hardship and the Administration Team will develop a payment plan that reflects your individual circumstances.

If we are unable to collect the Student Contribution Fees charged to the student after 90 days, Building Industry Training Pty Ltd will send a letter of demand for any unpaid student fees to be paid within 7 days.

If the student fails to pay by the unpaid Student Contribution Fees or agree to a payment plan within this timeframe, the Company will refer the unpaid student fees for debt collection agency.

We strongly advise that students avoid any debt collection referral as such action may adversely affect your credit rating and your ability to obtain finance in the future.

## Student Contribution Payment Refunds

For Apprenticeships/Traineeships, Building Industry Training Pty Ltd does not collect fees until each unit has been successfully completed. If we change this method of operation in the future, we will advise you and abide by the requirements detailed in the Standards for NVR RTOs. These may include the following:

- (a) full refunds to participants for Student Contribution Fees charged for training delivery that has not commenced at the time of the cancellation of enrolment; or
- (b) pro rata refunds where the participant has withdrawn from a unit of competency/module; or
- (c) refunds to employers/industry for additional charges paid beyond the participants and government contributions

### Student Contribution Fee Recovery Process Flowchart

