

# Fees, Charges and Refunds

## Procedure

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Related policies and documents:	<p>Fees, Charges and Refunds Policy</p> <p>Eligibility Assessment for a Victorian VET Government Subsidised Place Procedure</p> <p>Eligibility Assessment for Fee Concession and Fee Waiver Procedure</p> <p>Refund of Fees for International Students Policy and Procedure</p> <p>Marketing Information to International Students Procedure</p> <p>Student Complaints, Grievances and Appeals Policy and Procedure</p> <p>Selection and Admissions Policy</p> <p>Domestic Student Selection and Admissions Procedure</p> <p>Enrolment Policy</p> <p>Revenue and Accounts Receivable Procedure</p> <p>SVTS Funded Courses List</p> <p>Application for Payment Plan including Direct Debit Request (Appendix 1)</p> <p>International Payment Plan Request Form (Appendix 2)</p> <p>Fee Reversal/Waiver Request Form (Appendix 3)</p> <p>Authority to Invoice Fees – Third Party Form (Appendix 4)</p> <p>Application for Fee Refund Form (Appendix 5)</p> <p>Sponsor Application for Fee Refund Form (Appendix 6)</p> <p>Direct Debit Request Form</p>

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## Purpose

To ensure that current and prospective students and staff are informed of their obligations with respect to procedures associated with the setting, administration, communication and refund of student fees and charges.

## Setting of Fees and Charges

- Student fees and charges are reviewed annually, for approval by the Executive Group in line with timeframes that allow for their inclusion in the publication of the following year's course guide(s).
- The Manager Student Administration submits the proposed Schedule of Administrative and Miscellaneous Charges for approval by the Executive Group.
- The Director Corporate submits the proposed Schedule of Course Fees for individual domestic students, covering tuition, student services and materials fees for approval by the Executive Group. Recommendations are formed in consultation with Education and Student Recruitment & Services areas.
- The Director International and Business Development submits the proposed Schedule of Course Fees for International Onshore Students for approval by the Executive Group.
- The Director Education submits the proposed fee charges for miscellaneous programs such as short

courses.

- The Executive Committee approves the schedules of fees and charges, publication dates and payment terms (including due dates).

**Student fee setting outside of the above process includes:**

- Offshore student fees – which are determined in the context of the local market and as relates to education partnership contractual agreements.
- Fee for service B2B contractual agreements/memorandum of understanding entered into by WAI which are determined on an individual basis as part of contract negotiations in accordance with established business modelling evaluations and delegations of authority.

**Communication, Configuration and Publishing of Student Fees and Charges**

- The Director Corporate advises all relevant internal stakeholders of Executive Group approved changes to student fees including the Manager Business Planning and Analytics, the Manager Student Administration, Manager Marketing, Financial Controller and Education Managers.
- The Manager Student Administration is responsible for configuration of the fees in WAI’s Student Management System (SMS) and for legislative reporting of fees and charges.
- The Financial Controller is responsible for ensuring review of the accuracy of fees and charges configurations.
- The Manager Marketing is responsible for ensuring publication of the final Schedule of Student Administration Fees and Charges and Schedules of Course Fees on the William Angliss Institute (WAI) website, and in all other places required to meet compliance requirements.
- The Manager Admissions and Customer Experience is responsible for ensuring Victorian VET applicants offered a government-subsidised place are provided with a Statement of Fees prior to enrolment, as a guide for the current course costs.
- Applicants enrolling themselves via the eStudent module of WAI’s SMS will be provided with an enrolment quote prior to finalising their enrolment, indicating the actual fees that will be charged.
- Post enrolment, students/ sponsors will be issued with a tax invoice(s), a Statement of Account, or both, either via eStudent, email or hard copy.

**Payment Due Dates**

- The published due date on an invoice or statement of account is the one that applies.
- Students are required to make payment of fees and charges by the published due date except where they have entered into a payment plan with agreed alternative payment timelines.
- Payment plan timelines are generally restricted to the study period to which they relate.
- Where the student has been approved to access a payment plan they must adhere to the conditions of the payment plan.
- Student Administration staff will provide appropriate reminders in relation to fees and charges outstanding and due dates.
- Where a student elects to access Commonwealth Government student fee loan schemes, the student is obliged to lodge appropriate documentation prior to census date (applicable to courses approved for VET Student Loans and Higher Education studies).
- Indicative rules for due dates are shown below

**Student Cohort**

**Payment Due Date**

Faculty of Higher Education students	Census date.
Diploma and Advanced Diploma government funded and full fee tuition fees	Census date.

## Student Cohort

## Payment Due Date

Certificate Level government funded and full fee tuition fees	Two weeks prior to the study period commencement date or due immediately if enrolment occurs after that date..
All short courses	At time of application
Onshore International Students	Commencing students - first stage fee at time of offer and acceptance. Continuing students – three weeks prior to study period commencement or as per instalment plan.
Sponsored students	30 days after invoice issue date.
NSW based students	At enrolment.
Cancelled students wishing to be reinstated	Reinstatement fee and any outstanding debt must be paid immediately before student can be reinstated.
Materials, excursion and student services fees	As presented on the tax invoice.

### Payment Methods

- Payment can be made online through eStudent or via BPay. Payment by credit or debit card, cash or cheque will be accepted via the Information Centre. Payment for payment plans must be through direct debit from a savings or cheque account.

### Late Payment of Fees and Charges

- Students with overdue fees and charges may be subject to a range of access sanctions and WAI debt collection and management processes.
- Course and subject access may be restricted.
- Students who have overdue fees will not be precluded from accessing WAI financial assistance programs such as: establishing a payment plan; applying for a fee waiver; or accessing financial hardship support.

### Outstanding Fees and Debt Management

- Students who have an overdue debt to WAI must pay the overdue amount prior to enrolling in further training. Only a member of the Executive Group can grant an exemption to this enrolment encumbrance.
- Students with overdue fees, including overdue payment plans, will have a range of sanctions placed on their enrolment.
- Students with a sanction will be blocked from the following facilities / resources until the sanction is lifted:
  - Access to WAI's computer systems, including Wi-Fi and WAI's Learning Management System MYWAI/Moodle.
  - Access to enrolment records, examination results and academic transcripts; and
  - Graduation and issuing certificates.
- An outstanding fee occurs when a student fails to pay their debt to WAI within the terms specified.
- The collection of debts will be managed as per WAI's Revenue and Accounts Receivable Procedure. Any debt collection costs incurred by WAI will be added to the student's account for payment.
- A person who wishes to dispute whether an amount is payable must raise their complaint in accordance with the Student Complaints, Grievances and Appeals Policy and Procedure.

## Sanctions

Sanction Code	Sanction Name	Ability to Enrol	Study Plan amendments	Access Library	Access MyWai	Access Network	Issue Results	Issue Testamur
LIB	Library Fine		◆	◆	◆	◆	◆	◆
OFE	Outstanding Fee (> \$50)	◆	◆	◆	◆	◆	◆	◆
OFS	Overdue fees for sponsor						◆	◆
DCN	Unpaid student loan at migration						◆	◆
BSD	Bad Debtor Student	◆	◆	◆	◆	◆	◆	◆
BDW	Bad Debtor Student Debt Written Off	◆	◆	◆	◆	◆	◆	◆

◆ Indicates activities that are prevented/withheld by the relevant sanction

## Payment Plans

- Students experiencing difficulties with making fee payments within the payment due date can apply for a payment plan where not eligible for Commonwealth Government FEE-HELP or VET Student Loans.
- Only tuition fees can be placed on a payment plan. All materials, student services and excursion fees are due and payable by the relevant published due dates.
- Payment plans are subject to administration charges as detailed in the Schedule of Administrative and Miscellaneous Charges.
- Payment plan duration is generally restricted to the study period to which it relates.
- Approval of the payment plan will involve consideration of the student's ability to make payments at regular intervals.

## **Eligibility**

To be eligible for a payment plan, a student must meet the following criteria:

- Enrolled at WAI as a current student (noting payment plans for past students can be set up to clear outstanding debt at the discretion of the Manager Student Administration).
- If the student is under 18 years of age, they must have a parent/guardian co-sign the application.
- The student must provide evidence of identification including photo ID when applying.
- The student is able to demonstrate financial capacity to meet the payment plan.
- Students who are eligible for a Commonwealth Government student loan (FEE-HELP or VET Student Loans), must have applied for and utilised the full amount of any loan or loan cap before being eligible for a WAI payment plan. A payment plan can be used for approved fee types not covered by the loan.
- For International Students, the Manager International Office has the delegated authority to approve a payment plan for 50% of a due Tuition Fee to be paid before the payment due date and 50% due before the following study period commencement date.

## Application

- Applications must be made on the Application for Payment Plan including Direct Debit Request (Appendix 1)
- The student must present to the Information Centre, Building A, Ground Floor (La Trobe Street, Melbourne Campus) or other relevant campus location with the completed form, photo identification and the minimum first payment (as defined below).
- Applications shall normally be made prior to start of study unless approved for late enrolment.
- Students are responsible for providing true and correct information on the Application for Payment Plan Form.
- International students apply through the International Office and must complete International Payment Plan Request Form (Appendix 2).

## Financial Viability Test

- In completing the form the student must agree and provide evidence to prove that they have the financial viability to meet the payment plan instalments.

## Deposits and Repayments

- The minimum first payment includes both the payment plan establishment fee as per the Schedule of Administrative and Miscellaneous Charges and the first instalment amount.
- Payments shall be made at the frequency as detailed in the application.
- Domestic students are required to set up a direct debit to cover the payments by completing the Direct Debit Request form.
- Cancellation of enrolment does not cancel the obligation to make all outstanding payments under the payment plan
- Extenuating circumstances adversely affecting the ability of a student being able to meet repayment commitments must be provided in writing. In the first instance, students should contact the Information Centre, Building A, Ground Floor (La Trobe Street, Melbourne Campus) or other relevant campus location or William Angliss Institute counsellor if they are experiencing financial difficulty.

## Payment Plan Duration

- International students - can have a maximum of 2 instalments within the current study period.
- Domestic students - authorisation to sign off a payment plan is dependent on the duration requested, as per the matrix below:

Payment Plan Duration	Approval
4 weeks	Automatically approved upon request from student, co-signed by Information Centre Supervisor
Up to 14 weeks	Information Centre staff or Student Administration staff, co-sign by supervisor. Must make either weekly or fortnightly repayments.
Up to 22 weeks	Requires approval by Manager Student Administration or Manager Admissions and Customer Experience. Must make either weekly or fortnightly repayments.
Up to 40 weeks	Requires approval by Director Corporate. Must make either weekly or fortnightly repayments.
Greater than 40 weeks	Requires approval by Director Corporate. Payment frequency negotiated with student.

### Actions arising from non-payment

- If a student fails to pay an instalment by the due date, their payment plan will become overdue and the student will have an access sanction placed on their account.
- Where a student defaults by three (3) consecutive payments on agreed instalments, the following actions shall be taken:
  - The payment plan will be dissolved and debt will become payable in full immediately.
  - No subsequent payment plans shall be considered until such time that all outstanding amounts are paid in full.
  - Outstanding fees and debt management actions as outlined within this procedure will apply
  - WAI will manage the collection of debts as per WAI's Revenue and Accounts Receivable Procedure.
- If a student completes the requirements of the qualification they are enrolled in, but they still have outstanding fees, the student will not be issued with a certificate, statement of results or statement of attainment, until such time as the outstanding debt is paid in full.
- The International Office is required to report international students to the Department of Home Affairs (DHA) if WAI has ceased their enrolment due to Non Payment of fees, after giving 20 working days for students to appeal this decision.

### Waiver of Fees and Charges

- A student wishing to apply to waive full or part tuition fees and charges will make an application on the Fee Reversal/Waiver Request Form (Appendix 3), which needs to be approved by the relevant Manager or Executive Group member.
- Approved forms will be sent to the Student Administration team for processing.
- In cases of hardship, applications can be made in consultation with the WAI Wellbeing and Counselling Service. The Wellbeing and Counselling Service will submit this application to the appropriate Executive Group member for approval.
- WAI may elect to waive all or part of tuition fees and charges if it considers that collection in full would impose financial hardship on a student. This can be instigated by WAI staff regardless of a student application. This may be considered prior to or past a scheduled census date
- Where a waiver is approved past a census date a remission of debt may apply (Refer to Remission of Debt in Special Circumstances section.)

### Eligibility

- To be eligible for a full or part fee or charge waiver, a student must meet the following criteria:
  - Enrolled at WAI as a current student.
  - Demonstrate financial hardship in meeting financial commitments.

### Financial Hardship

- WAI may grant a fee reduction, fee waiver, or extension of due date for fees, if it considers that collection in full would impose financial hardship. This may include an exemption from the minimum fee.
- Financial hardship applications are registered through WAI's counsellors, as outlined below:

No.	Procedure	Responsibility
1	The Information Centre refers students to a counsellor for financial hardship assessment after all payment options have been considered and identified as unviable due to the student's level of hardship.	Information Centre
2.	The Information Centre will apply a sanction exemption to the student's account for a 2-week period, to provide time for the application to be considered and assessed, without negatively affecting the student.	Information Centre

No.	Procedure	Responsibility
3.	The counsellor assesses if the student is eligible for a financial bursary. If the student requests a fee reduction, the counsellor will offer a letter of support and refer the student to their course coordinator.	Counsellor
4.	If a fee reduction is warranted, the student's course coordinator completes the Fee Reversal/Waiver Request Form which is forwarded to the Director Education with supporting documents.	Student Management Coordinator
5.	The Director Education makes a decision on the fee reduction, signs the Fee Reversal/Waiver Request Form and returns it to the Student Management Centre.	Director Education
6.	Student Management Centre provides an update to the student.	Student Management Coordinator
7.	The Student Management Officer (SMO) raises a sysaid request for the student fees to be adjusted.	Student Management Officer
8.	Sysaid request is actioned by the Student Financials Team.	Student Financials Officer

### Cancelation of Course

#### **Domestic government funded and full fee students**

- Students who have tuition fees outstanding beyond census date or four weeks past their payment due date may be cancelled from their course, unless on an approved payment plan.

#### **International students**

- WAI will take every measure possible to ensure that international students have adequate funds to complete their full course of study.
- International students who have tuition fees outstanding beyond census date or four weeks past their payment due date will be provided with a letter advising them of WAI's intention to cancel their enrolment and report to the Department of Home Affairs within 28 days.
- During this period, the student will have the opportunity to formally lodge an appeal of this cancellation.

### Reinstatement

- Students that have been cancelled from their course for non-payment of fees can apply to be reinstated into their course, subject to payment of the reinstatement fee and any outstanding fees, costs and charges.

### Sponsorship

- WAI recognises the importance of sponsors and supports clear and transparent procedures to enable sponsorship of students.
- Sponsors will need to complete an Authority to Invoice Fees – Third Party Form (Appendix 4) and be approved by the Finance Department before they will be able to incur the debt on behalf of the student.
- If a sponsor has failed to make payment in line with payment due dates the normal fee collection processes will apply including the application of sanctions. Sanctions due to failure of a sponsor to make payments shall not preclude re-enrolment or enrolment into a new course for the student.

### Penalties and Fines

- To ensure that students are correctly enrolled by census date, penalties and fines are issued as a deterrent to students for non-compliance with government legislative requirements.

### Keeping Record

- WAI shall keep records, including evidence to support any claim for compensation for revenue foregone as a result of granting concessions or exemptions. Documentation for student fees and refunds must be maintained, including any actions relating to the reduction of fees due to waivers.

### Refunds and Withdrawals

- Students who believe they are eligible for a refund due to withdrawal or overpayment, may apply for a refund by submitting an Application for Fee Refund Form (Appendix 5) to the Information Centre, or the relevant Student Management Centre. If a sponsor has paid the fee to be refunded, the sponsor must complete a Sponsor Application for Fee Refund Form (Appendix 6).
- Administrative staff who have received an Application for Fee Refund Form, or who have identified a student or sponsor as having a credit balance, need to request a review of the account by the Student Administration team.
- The Student Administration team will determine if a refund is payable and process all refund requests received.
- Where a student or sponsor is found to be eligible for a refund that they did not initiate, the Student Administration team will send the Application for Fee Refund Form to the student/sponsor via the SignNow platform to the email address nominated in WAI's SMS.
- Eligible refund requests are entered into the SMS by the Student Administration team along with all relevant information. The Manager Student Administration is informed that a pending refund request requires their approval.
- The Manager Student Administration and an authorised Director will review the refund request and sign the form. The signed form will be attached to the refund request prior to actioning it in WAI's SMS.
- The student will be advised within 25 working days of the outcome.
- Where accepted, WAI may exercise its right to apply any amount towards current or future liabilities, or provide a refund within 3 weeks of approval.
- Where legislative or regulatory rules apply to the issuing of refunds, such as for students enrolled under the Queensland Government's User Choice funding, those rules shall prevail. Otherwise, refund rules will be applied as per the schedule below.
- Where a student has attended any class prior to withdrawing or deferring, the student services fees for that study period will not be refunded.
- Materials fees will generally not be refunded. The Manager Student Administration however has the authority to consider a refund for these fees if WAI has not already committed the funds received in a non-recoverable manner (such as a non-refundable deposit for a trip with an external travel provider).
- Refunds as a result of a withdrawal from a unit or course, or those related to a deferment or leave of absence, may incur a refund administration fee as per the Schedule of Administrative and Miscellaneous Charges.
- Refunds for other reasons, such as administrative errors, courses cancelled by WAI, or student overpayment, will not incur the refund administration fee.
- Refund processing and approval for international students is handled by International Office.



## Course Fees and Charges Refund Schedule

Student Cohort	Withdrawal on/before first census date (no attendance)	Withdrawal on/before first census date (classes attended)	Withdrawal after census date
<b>Higher Education (HE)</b>	Full refund of: <ul style="list-style-type: none"> <li>• Tuition Fees</li> </ul>	Full refund of: <ul style="list-style-type: none"> <li>• Tuition Fees</li> </ul>	No refund of: <ul style="list-style-type: none"> <li>• Tuition Fees</li> <li>• Outstanding tuition fees remain payable</li> </ul>
<b>Diploma and Advanced Diploma (Dip/AD)</b>	Full refund of: <ul style="list-style-type: none"> <li>• Tuition Fees</li> <li>• Materials Fees</li> <li>• Student Services Fees</li> </ul>	Full refund of: <ul style="list-style-type: none"> <li>• Tuition Fees</li> </ul> No refund of: <ul style="list-style-type: none"> <li>• Materials Fees</li> <li>• Student Services Fees</li> </ul>	No refund of: <ul style="list-style-type: none"> <li>• Tuition Fees</li> <li>• Materials Fees</li> <li>• Student Services Fees</li> </ul> Outstanding tuition fees remain payable
<b>Certificate I - IV (Cert)</b>	Full refund of: <ul style="list-style-type: none"> <li>• Tuition Fees</li> <li>• Materials Fees</li> <li>• Student Services Fees</li> </ul>	Full refund of: <ul style="list-style-type: none"> <li>• Tuition Fees</li> </ul> No refund of overdue: <ul style="list-style-type: none"> <li>• Materials Fees</li> <li>• Student Services Fees</li> </ul>	No refund of: <ul style="list-style-type: none"> <li>• Tuition Fees</li> <li>• Materials Fees</li> <li>• Student Services Fees</li> </ul> Outstanding tuition fees remain payable
<b>Onshore International Students</b>	<i>As per Refund of Fees for International Students Policy.</i>		
<b>Sponsored Students</b>	Full refund of: <ul style="list-style-type: none"> <li>• Tuition Fees</li> <li>• Materials Fees</li> <li>• Student Services Fees</li> </ul>	Full refund of: <ul style="list-style-type: none"> <li>• Tuition Fees</li> </ul> No refund of overdue: <ul style="list-style-type: none"> <li>• Materials Fees</li> <li>• Student Services Fees</li> </ul>	No refund of: <ul style="list-style-type: none"> <li>• Tuition Fees</li> <li>• Materials Fees</li> <li>• Student Services Fees</li> </ul> Outstanding tuition fees remain payable
<b>All short courses</b>	<ul style="list-style-type: none"> <li>• Full refund (less an administration fee as per the Schedule of Administrative and Miscellaneous Charges) if cancellation is advised more than 5 days prior to training commencement.</li> <li>• 50% refund if cancellation advised between 1 to 5 working days prior to the training commencement date.</li> <li>• No refund after training commencement.</li> </ul>		

### Administrative errors

- If a student has been prevented from a timely withdrawal due to WAI staff or system error, the Course Fees and Charges Refund Schedule will be applied based on the rules that applied on the date the withdrawal attempt was initiated by the student.
- Where fees are to be reduced due to an administrative error, the relevant teaching delivery manager will document the nature of the error and send this request to the Student Administration department.

### Student errors

- Students must make any claim for remission of fees within 12 months. Government prescribed rules apply that describe the conditions which must be met in order to successfully have fees remitted after census date.

### Credit of overpaid amounts against current and future liabilities

- WAI reserves the right to credit any overpayment in fees against current and future liabilities owed to WAI, except where the student specifically requests a refund of the overpayment.
- If an application for a refund is received from a continuing student and is approved, then a credit for the overpaid amount will normally be applied to the next semester's fees.
- If the student is in the last semester of the course of study, a refund will be paid.

### Appeals

- A student has the right to appeal decisions made in line with the Fees, Charges and Refunds Procedure, in accordance with the Student Complaints, Grievances and Appeals Policy and Procedure.

### Roles and responsibilities for the management of fees, charges and refunds

<b>Tasks</b>	<b>Responsibility</b>
Setting fees and charges	Executive Group
Configuring fees and charges in SMS	Student Administration Department
Issuing invoices	Teaching Department & Student Administration Department- Domestic students and student sponsors International Office - international students
Issuing credit / adjustment notes	Student Administration Department
Management of outstanding fees	Teaching Department & Student Administration Department - Domestic students and student sponsors International Office - international students
Refund identification and actioning / follow-up	Student Management Centre and Student Administration Department
Refund processing	Student Administration Department
Refund approval	Manager Student Administration and an Executive Group member
Cancellation	Student Administration Department - domestic students International Office - international students
Remissions of debt	Manager Student Administration
Bad debt collection and write off	Finance Department

- The Short Courses department are responsible for all of the above actions for all tasks associated with the management of fees associated with Short Courses other than approval of fees.

### Remission of Debt in Special Circumstances

The following applies to students who have taken a government loan to pay for their tuition fees.

Students who withdraw after census date because they are unable to continue with their studies due to special circumstances can apply for remission of their VET Student Loan (formerly VET FEE-HELP) or FEE-HELP debt. A student cannot apply for a remission if the subject has been successfully completed.

An application is considered by the Manager Student Administration or a nominated officer on the basis of special circumstances that apply to the student that were:

- Beyond the students control
- Did not make their full impact on the student until on, or after, the census date; and
- Made it impracticable for the student to complete the requirements for the unit in the period during which the student undertook, or was to undertake, the unit.

The student's statement of the special circumstances must include supporting documentation from an independent source or authority that clearly:

- Identifies the special circumstances.
- Dates the occurrence of the special circumstances.
- States the duration of the special circumstances; and
- Describes the level of impact of the special circumstances.

For example, supporting documentation may include detailed:

- Medical statement from a medical professional (a medical certificate is not sufficient)
- Statement from a minister of religion
- Statement from a counsellor
- Statement from a police officer
- Statement from an employer regarding significant changes in employment circumstances
- Copy of death certificate or death notice in the case of a close family member and proof of relationship to the deceased
- Letter from a lecturer, head of department or relevant WAI staff familiar with the applicant's circumstances

Special circumstances do not include, for example:

- Lack of knowledge or understanding of requirements under the schemes; or
- An applicant's incapacity to repay a HELP debt, as repayments are income contingent and the applicant can apply for a deferral of a compulsory repayment in certain circumstances

An application for a remission or a re-credit must be made, in writing:

- Within 12 months of the withdrawal date of the unit, or,
- If the person has not withdrawn, within 12 months of the end of the period of study in which the unit was, or was to be, undertaken.
- Where a student has deferred, the 12 month period applies from the end of the period of deferment. WAI has the discretion to waive this requirement if it is satisfied that the application could not be made within the time limits. WAI considers an application within 14 days of receipt.

## Schedule of Administrative and Miscellaneous Charges

Description	Charge
<b>Replacement Student ID Card</b>	\$35
<b>Alumni and community library membership</b>	\$55
<b>Enrolments</b>	
Reinstatement Fee (refunded if application for reinstatement is rejected)	\$150
Refund Administration Fee (only for Certificate IV and below or post-census for Diploma and Higher Education)	\$120
Payment Plan Establishment Fee (Domestic Only) (payable on application)	\$120
Short Courses Administration fee - cancellation, transfer, or refund received more than 5 business days prior to course commencement	\$20
Short Courses Administration fee - cancellation, transfer, or refund received 1 to 5 business days prior to course commencement	50% of course price
<b>Graduation</b>	
VET Graduand	\$60
Higher Education Graduand	\$80
Guest (subject to availability)	\$50
<b>Records</b>	
First issue of a certificate digital and hard copy (includes results on transcript paper)	No charge
First issue of a Responsible Service of Alcohol certificate (reissues are directly from VGCCC)	No charge
Reissue of certificate as a digital copy (post 2013 completion)	No charge
Reissue of accredited course certificate issued post 2000 (excluding Western Australia)	\$80
Reissue of a certificate (Western Australia Only)	\$50
Reissue of short course certificate	\$30
Reissue of statement of attainment	\$15
Archived results (pre 2000)	\$100
Archived certificate (issued pre 2000)	\$100
Archived results and certificate (issued pre 2000)	\$180
Results on plain paper	No charge
Results on transcript paper	\$15
Registered Post for certificates and results (within Australia)	\$10
Federal Express for certificates and results (outside Australia)	\$50
<b>International</b>	
Re-issue of Letter of Completion	No charge
Re-issue of letter for legal purposes	\$20
Telegraphic Transfer (TT) of tuition fees	\$30
No-show for pre-booked airport reception service	\$80

Description	Charge
Re-issue of Letter of Offer	\$100
Re-issue of Confirmation of Enrolment (CoE)	\$150
International Administration Fee (as applicable)	\$100
Course Cancellation Administration Fee (International Only)	\$750
Re-print of payment fee letter (invoice) (International Only)	No charge
Penalty for late tuition fee payment (per week) (International Only)	\$100
Unit reassessment fee	\$100-\$150
Re-enrolment VET unit	Hourly rate
Re-enrolment HE unit	Subject fee