



**Government of Western Australia**  
**Department of Training**  
**and Workforce Development**

**VET FEES AND CHARGES POLICY 2020**

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VERSION: 1.1

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*All policy and procedural statements contained within this document are lawful orders for the purposes of section 80(a) of the Public Sector Management Act 1994 (WA) and are therefore to be observed by all Department of Training and Workforce Development employees.*

## 1. POLICY STATEMENT

Fees and charges for students undertaking publicly funded vocational education and training (VET) in Western Australia must be collected in accordance with the provisions of the *Vocational Education and Training Act 1996*, *Vocational Education and Training (Colleges) Regulations 1996* and/or, where appropriate, as specified in contractual arrangements with training providers.

## 2. SCOPE

The policy applies to all registered training organisations (RTOs) that deliver publicly funded VET, and encompasses the following fees and charges:

- units of competency;
- modules from within an accredited course;
- qualifications from the training packages the Department has agreed to fund; and
- accredited award courses.

This policy relates only to fees and charges for units commenced in 2020, irrespective of the date of enrolment or duration of the course.

Publicly subsidised students cannot be charged for units that commence in 2021 or subsequent years under this policy.

## 3. PRINCIPLES

The *VET Fees and Charges Policy* is based on the following principles:

- Transparency – VET fees and charges are transparent and students have access to the necessary information to make informed decisions regarding their training.
- Accessibility – equitable access to publicly funded training.
- Procedural fairness – fair and just procedures for the administration of VET fees and charges.

## 4. BACKGROUND

In 1992, the Western Australian Government introduced fees for publicly funded VET on the basis that as the main beneficiaries of training, students should contribute toward the costs of that training. These fees are not set to achieve full cost recovery.

This document sets out the statutory and provider based fees and charges that apply to training funded by the Western Australian Department of Training and Workforce Development and delivered by RTOs in 2020. It outlines the procedures governing the administration of these fees and charges.

## 5. DEFINITIONS AND ACRONYMS

**Accountable officer** means the Managing Director in the case of TAFEs, and the Chief Executive (or equivalent) in the case of other RTOs with whom the Department has a contract for the delivery of training services.

**Census/Withdrawal date** means the official date for a unit after which VET FEE-HELP or VET Student Loans students incur financial liability or fee-paying students are not entitled to a full refund of the course fee upon withdrawal.

**Secondary school aged person** means a person who has reached 15 years of age but has not reached the end of the calendar year in which their compulsory education period expires, as defined in the *School Education Act 1999*. In 2020, these persons will be born on or after 1 July 2002.

**Nominal hours** means the hours assigned to units as set out in the course outline defined on the Department's [website](#).

**Registered Training Organisation (RTO)** means a TAFE or other training organisation registered with a state or national registering authority, including an enterprise training their own employees, with which the Department has a contract for the delivery of training services.

**Secondary visa holder** means a member of the family unit, an interdependent partner, or a dependent child of the interdependent partner.

**TAFE** means a college established under the *Vocational Education and Training Act 1996*.

**Unit** means the component of a course (either a unit or a module) in which VET on a discrete subject is provided to students enrolled in that course.

**Youth** means a person who has reached 15 years of age but has not reached the end of the calendar year in which they turn 25 years of age.

## 6. PROCEDURES

### 6.1. FEES

RTOs must charge students fees where applicable. Minimising the collection of fees or offering inducements that could be viewed as seeking a competitive advantage is prohibited.

All RTOs must have a documented process for the receipt of student fees. Details must be retained for audit purposes.

Enterprise RTOs who elect to pay the fees on behalf of their employees must have a documented process approved by the accountable officer detailing how this will be managed.

#### 6.1.1. COURSE FEES

The course fee is the sum of fees for all units that a student enrolls in.

Trainees are required to pay course fees regardless of mode of delivery, including training that is 100% on the job.

An hourly rate based on nominal hours will apply to each unit commenced in 2020, unless the course is classified as fee-free.

The composition of courses must comply with training package requirements and enrolled units must be attached to a course.

*Table 1: Course Fees for 2020*

<b>CATEGORY OF ENROLMENT</b>	<b>FEE RATE PER NOMINAL HOUR</b>
<b>Non-concession Student</b>	
Category 1 -Diploma, Advanced Diploma* and Existing Worker Traineeships	\$5.79
Category 2 - Apprenticeships, Traineeships**and Priority Industry Qualifications (up to Certificate IV)	\$3.25
Category 3 - General Industry Training (up to Certificate IV)	\$4.88
Category 4 - Foundation Skills and Equity Courses	\$0.21
Category 5 - Targeted Fee Relief Courses	\$1.62
Category 6 - Fee-free Courses	\$0.00
<b>Concession Student</b>	
Category 1 -Concession-eligible Diploma and Advanced Diploma courses***	\$1.74
Category 2 - Apprenticeships, Traineeships**and Priority Industry Qualifications (up to Certificate IV)	\$0.97
Category 3 - General Industry Training (up to Certificate IV)	\$1.47
Category 4 - Foundation Skills and Equity Courses	\$0.21
Category 5 - Targeted Fee Relief Courses	\$0.48
Category 6 - Fee-free courses	\$0.00

\*Excludes Diploma and Advanced Diploma qualifications that are targeted fee relief courses.

\*\*Excludes existing worker traineeships and targeted fee relief apprenticeships and traineeships.

\*\*\*Refer to the policy section of the Department's website for a list of qualifications for 2020.

#### *Category 1 Fee rates and caps*

For Diploma and Advanced Diploma qualifications, the maximum course fee chargeable in 2020 is \$7,860. This maximum applies per course in 2020. Diploma and Advanced Diploma qualifications are charged at the \$5.79 fee rate regardless of priority status or whether they are undertaken through an employment based training pathway, unless they are classified as a targeted fee relief course. The exception is the Diploma of Dental Technology which is to be charged at the apprenticeship rate, or where applicable at the apprenticeship concession rate, when undertaken as an apprenticeship.

Existing worker trainees at any qualification level are charged at the \$5.79 fee rate and are only eligible for fee concessions in courses specified on the concession-eligible Diploma and Advanced Diploma list. This list for 2020 is available in the policy section of the Department's website.

#### *Category 5 fee caps*

The maximum course fee for non-concession students undertaking a targeted fee relief course in 2020 is \$1,200. For concession students and youth, the maximum course fee for undertaking a targeted fee relief course in 2020 is \$400. These maximums apply per course in 2020. Please refer to section 6.1.2 below for more information on the application of fee caps when the classification of courses changes mid-year.

*Category 6 eligibility*

Eligibility for fee-free courses<sup>1</sup> under the *Recovery Skill Sets* Program is limited to Western Australian residents who:

- are an employee for whom *JobKeeper* payments are being received; or
- are entitled to the concession rate (including recipients of the Commonwealth *JobSeeker* payment); or
- are classified as youth (excluding school students).

A statutory declaration from an employer stating they are in receipt of *JobKeeper* payments for the student is considered appropriate evidence.

Eligibility for the COVID-19 Critical Skills Program is limited to Western Australian residents, there are no other restrictions.

*Fee caps for secondary school-aged persons not enrolled at school*

For secondary school-aged persons not enrolled at school, the maximum course fee chargeable in 2020 is \$420. The maximum is the total fee for all courses the student is enrolled in.

For these students, course fees for courses that are below Diploma level or are concession-eligible Diploma and Advanced Diploma courses are calculated at the concessional rate until the student reaches the fee cap. The Diploma and Advanced Diploma course fee maximum of \$7,860 does not apply to these students.

### **6.1.2. IMPACT OF COURSE CLASSIFICATION CHANGES**

Where a course is reclassified into a different category during the year, the reclassification does not affect fees payable for units of the course commenced prior to the reclassification date.

If a course is reclassified as targeted fee relief, then the targeted fee relief course fee caps only apply to units commenced on or after the date of reclassification.

Where a student has paid for units in a course that has been reclassified and the units will commence on or after the reclassification date, the student is entitled to a refund if the amount of fees paid exceeds the course fees applicable following the reclassification. The refund will be calculated as the difference between the amount paid and the new applicable course fees. Where the amount of fees paid is less than the course fees applicable following the reclassification, the student is required to pay the difference between the amount paid and the new applicable course fees.

### **6.1.3. GOODS AND SERVICES THAT SHOULD NOT INCUR A SEPARATE FEE**

RTOs may not charge students separate fees for goods and services that are considered an RTO's responsibility under the relevant Standards. The costs of providing these services are included in the price set by the Department for

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<sup>1</sup> These eligibility requirements do not apply to the Heavy Haulage Driving Operations Skillset, Course in Applied Vocational Study Skills (CAVSS) and the Course in Underpinning Skills for Industry Qualifications (USIQ).

the purchase of training. For example, RTOs may not charge fees for costs associated with goods and services such as enrolment, records archiving, the purchase or depreciation of equipment or general infrastructure, IT support, and access to general learning and personal support services such as mentoring, study skills programs and career guidance.

Separate fees may not be charged for negotiating training plans or determining employers' capacity to train, which form part of the RTO's responsibilities under the Department's *Apprenticeship Policy*.

Fees must not be charged for any items that will be retained by the student as their own personal property, such as tools, protective clothing or textbooks. Such items must be purchased separately by the student.

#### **6.1.4. RESOURCE FEES**

Resource fees are charges for materials that are considered essential to a course or unit of study and which do not form part of the course fee. The resource fee covers materials purchased by the RTO to be consumed or transformed by students in the course of instruction, such as workshop materials, workbooks and essential uniforms.

Any increases to the resource fee must not exceed a Perth consumer price index (CPI) increase of 1.6%. Where appropriate, accountable officers may apply a resource fee to new or existing courses where they have not previously applied. Resource fees must not exceed cost recovery.

Resource fees must be published by providers prior to the commencement of enrolments. Accountable officers must be able to substantiate fees.

Resource fees cannot be charged for fee-free courses undertaken through the *Recovery Skill Sets Program* or the *COVID-19 Critical Skills Program*.

Trainees and apprentices are not exempt from resource fees. However, where RTOs provide Training Record Books to trainees and apprentices, they must do so free of charge.

In any instances where the tuition fee requirements of the Commonwealth Government's VET FEE-HELP or VET Student Loans programs are not consistent with the resource fee requirements in this policy, approved VET FEE-HELP and VET Student Loans providers are to meet their obligations under the VET FEE-HELP and VET Student Loans programs.

#### **6.1.5. OTHER FEES**

Other fees may be charged for:

- goods or services that are not essential to the course such as parking, membership to student organisations and security passes; or
- alternate forms of access to essential goods or services that are otherwise made available by the RTO at no additional cost, such as course reading material that is available free of charge through another source (e.g. the RTO's library).

Excursion costs should be charged to students as they arise.

Other fees must be itemised and published by providers prior to commencement of enrolment. Accountable officers must be able to substantiate fees.

Other fees cannot be charged for fee-free courses undertaken through the *Recovery Skill Sets Program* or the *COVID-19 Critical Skills Program*.

## **6.2. CALCULATING FEES**

The fee applicable is from the start date of the unit in which the publicly subsidised student is enrolled, irrespective of the date of enrolment or duration of the course.

To ensure consistency, adjustments will not be made to fees to reflect variations in timetabling or in instances where students complete a course or unit in less time than the nominal hours specified in the course outline defined on the Department's website.

Students enrolling in a publicly funded course are charged according to the same fee structure regardless of mode of delivery, including:

- local face to face class;
- remote live electronic conferencing;
- self-paced – scheduled and unscheduled;
- external studies;
- workplace learning;
- video/television based learning; and
- online learning.

## **6.3. FEES FOR SPECIFIC STUDENT GROUPS/COURSES**

### **6.3.1. CONCESSIONS ON COURSES**

The following students are entitled to the concession rate on course fees:

- a) Persons and dependants of persons holding:
  - i) A Pensioner Concession Card.
  - ii) A Repatriation Health Benefits Card issued by the Department of Veterans' Affairs.
  - iii) A Health Care Card.
- b) Persons and dependants of persons in receipt of AUSTUDY or ABSTUDY.
- c) Persons and dependants of persons in receipt of the Youth Allowance.
- d) Persons and dependants of persons who are inmates of a custodial institution.
- e) Secondary school-aged persons, not enrolled at school.

If the concession is valid for the full enrolment period, then all eligible units commenced within that period attract the concession rate. If the concession is valid for part of the enrolment period, then only eligible units commenced on or after the start date and prior to the expiry of the concession attract the concession rate.



### **6.3.2. VET IN SCHOOLS**

Secondary school students are exempt from course and resource fees if they:

- f) are enrolled at school, as defined in the *School Education Act 1999*; and
- g) are undertaking a VET course.

### **6.3.3. STUDENTS IN STATE GOVERNMENT CARE**

Students not enrolled at school are exempt from course and resource fees if they:

- h) are under the care of the Chief Executive Officer of the Department of Communities; and
- i) are a secondary school-aged person; or
- j) are under 18 years of age.

Students in State Government care who are enrolled at school are eligible for a fee exemption under section 6.3.2.

### **6.3.4. INTERSTATE STUDENTS**

Students residing in other Australian States or Territories are charged at fee-for-service rates, with no specified maximum.

Apprentices and trainees may be eligible for publicly funded training if the:

- training contract is registered in Western Australia; and
- workplace is in Western Australia; and
- training occurs in Western Australia, unless the training is only available in another state or territory.

### **6.3.5. TEMPORARY RESIDENTS**

Persons holding one of the following visa types are to be treated as Australian residents for fee charging purposes and are also eligible for fee waivers and concessions:

- holders of a sub-class 309, 444, 785, 790, 820 or 826 visa;
- secondary holders of a temporary visa of sub-class 457; and
- holders of a Bridging Visa E (subclasses 050 and 051) where the visa holder has made a valid application for a visa of subclass 785 or 790.

## **6.4. NON-STANDARD ENROLMENTS**

### **6.4.1. MULTIPLE ENROLMENTS**

Where students enrol in a course and transfer to another campus or RTO to complete the same course, the total course charges will not exceed the maximum charges prescribed in Section 6.1.1.

The student must provide proof of any previous enrolment and fees paid, and a copy should be retained by the RTO for audit purposes.

#### **6.4.2. ENROLMENT IN CAVSS AND USIQ**

The *Course in Applied Vocational Study Skills (CAVSS)* and the *Course in Underpinning Skills for Industry Qualifications (USIQ)* must always be co-delivered with a vocational qualification.

Enrolments in CAVSS and USIQ are exempt from course fees.

#### **6.4.3. RE-ENROLLING IN OR STUDYING MULTIPLE CLASSES OF THE SAME UNIT**

Students wishing to enrol in a unit in which the student has already obtained a pass may do so at the RTO's discretion. These enrolments will not be publicly funded.

If a student enrolls in multiple classes in the same unit within the same enrolment period, these additional classes will not be publicly funded.

#### **6.4.4. REMOTE ASSESSMENT SUPERVISION**

Where a student is remotely enrolled in a course but sits an assessment with another RTO that is situated in geographic proximity, a remote assessment fee of \$50.00 will be applied. In the case of trainees and apprentices this fee will be paid by the Department.

#### **6.4.5. CHARGES FOR STUDENTS TRANSFERRING TO OTHER RTOS**

Where a student or a block of students transfers to another RTO, the new RTO will have course and resource fees transferred in full from the RTO from which the student(s) has transferred, if the program of study has not commenced.

In all other circumstances, the new RTO may seek a pro rata transfer, based on elapsed time, of course and resource fees from the RTO from which the student(s) has transferred. Transfers of fees are to be managed between RTOs.

Proof of previous enrolment and fees paid must be provided by the student and retained by the RTO for audit purposes. Details of transfers must be retained by both RTOs for audit purposes.

### **6.5. SKILLS RECOGNITION**

#### **6.5.1. RECOGNITION OF PRIOR LEARNING**

Recognition of prior learning (RPL) involves the assessment of previously unrecognised skills and knowledge an individual has achieved outside the formal education and training system in respect of a specific unit. RPL is an assessment process that assesses the individual's non-formal and informal learning to determine the extent to which that individual has achieved these required learning outcomes or competency outcomes.

While fees for students enrolling in RPL are not subject to this policy and will be determined by the training provider, training providers are required to

publish their fees for RPL services.

### **6.5.2. RECOGNITION OF CURRENT COMPETENCIES**

Recognition of Current Competencies (RCC) applies if a student has previously successfully completed the requirements for a unit and is now required (that is, by a licensing authority) to be reassessed to ensure that competency is being maintained.

RCC fees are not subject to this policy and will be determined by the training provider.

### **6.5.3. CREDIT TRANSFER**

Students are not charged for credit transfer. The transfer of credit provides the student with an exemption from relevant units within a course. Credit transfer does not involve an assessment of the student's knowledge or skills – it is an assessment of the credentials of the formal accredited learning presented against the destination course to determine the extent to which it is equivalent to the required learning outcomes, competency outcomes, or standards in a course.

Students may be granted credit for the completion of formal accredited learning with a school, university or RTO.

## **6.6. PAYMENT OF FEES AND CHARGES**

Enrolment is not complete until statutory and RTO based fees and charges are paid, deferred payment arrangements have been made or fees and charges have been waived.

Irrespective of payment option, details of all student enrolments must be retained for audit purposes.

### **6.6.1. PAYMENT OPTIONS**

On enrolment, students will take up one of the following payment options:

- a) pay the full amount of fees and charges;
- b) present a signed authority from an employer to invoice that employer for the student's fees and charges;
- c) pay the fee by instalment;
- d) declare their intent to defer payment under the Commonwealth Government's VET FEE-HELP or VET Student Loans programs, subject to eligibility and acceptance by the provider;
- e) pay part of the full amount of fees and charges and defer payment of the other part under the Commonwealth Government's VET FEE-HELP or VET Student Loans programs; or
- f) make application on the grounds of severe financial hardship for fees and charges to be waived for courses below diploma level or concession-eligible Diploma and Advanced Diploma courses (excluding the Diploma of Early Childhood Education and Care).

Students who fail to take up one of the above options must not be enrolled.

Apprentices and trainees are to be treated the same as other students and are legally liable to pay fees.

### **6.6.2. PAYMENT BY INSTALMENT**

Students must be given a minimum of eight weeks from the commencement of the unit to finalise payment when paying by instalment.

Accountable officers should use their discretion in the application of this instruction by formulating the payment by instalments to more appropriately match the particular training program. Details of the student's enrolment and details of why deferred payment was granted must be retained for audit purposes.

Where approval has been given for a student to pay by instalment, the RTO is responsible for the collection of outstanding fees and charges. Fair and adequate recovery procedures must be in place to manage the collection and recovery of monies.

Students who have fallen behind in their payments must not be enrolled in additional units unless appropriate arrangements, agreed to by both the student and the RTO, have been put in place to pay the amount outstanding.

### **6.6.3. WAIVING OF CHARGES**

Accountable officers may waive all fees and charges for students that they assess as being in severe financial hardship for courses below diploma level and concession-eligible Diploma and Advanced Diploma courses with the exception of CHC50113 Diploma of Early Childhood Education and Care. Whether a student is in severe financial hardship is to be determined on a case by case basis by the RTO.

Existing worker trainees are not eligible for a fee waiver with the exception of enrolments in concession-eligible Diploma or Advanced Diploma courses.

RTOs are required to have in place formal processes for the waiving of fees and charges. Details of a student's enrolment, records where a fee waiver has been granted and documented reasons for the decision must be retained for audit purposes.

Meeting the concession eligibility requirements entitles the individual to a fee concession, but is not sufficient grounds for the granting of a fee waiver.

Requirements for fee waiver assessments are included at Attachment B.

## **6.7. ADVICE OF WITHDRAWAL**

Students must be advised that written advice of withdrawal is necessary to ensure that:

- they are eligible for refunds; or
- they do not incur a liability under the Commonwealth Government's VET FEE-HELP or VET Student Loans programs.

## **6.8. REFUNDS**

RTOs are required to make all policy relating to refunds publicly available and inform students of the policy prior to enrolling.

### **6.8.1. FULL REFUNDS**

Students who withdraw are entitled to a full refund of the applicable course fee, resource fee and other fees where:

- a unit is cancelled or re-scheduled to a time unsuitable to the student; or
- a student is not given a place due to maximum number of places being reached.

Accountable officers can approve a full refund of fees at any time during delivery if a class is cancelled because of declining student numbers, no available lecturer, or due to other circumstances caused by the RTO.

### **6.8.2. PART REFUNDS**

RTOs must set a census/withdrawal date for each unit at no less than 20% of the way through the period during which that unit is undertaken.

Students who withdraw for reasons other than those outlined in section 6.8.1 and who lodge a withdrawal form before the census/withdrawal date for a unit will be eligible for a full refund of the course fee for the unit; and

- a full refund of the resource fee if the course is a Diploma or Advanced Diploma course; or
- 50% of the resource fee if the course is below Diploma level.

### **6.8.3. PRO RATA REFUNDS**

Accountable officers can approve a pro rata refund of fees and charges at any time during the course of delivery if students withdraw for reasons of personal circumstances beyond their control.

For example:

- serious illness resulting in extended absence from classes;
- injury or disability that prevents the student from completing their program of study; or
- other exceptional reasons at the discretion of the accountable officer.

In all cases, relevant documentary evidence (for example, medical certificate) is required. Details of all refunds should be retained for audit purposes, and the enrolment form annotated to show that a refund has been given.

### **6.8.4. REFUNDS FOLLOWING RE-MARKING**

Students requesting a re-mark of their assessment should do so within four weeks of the date of publication of the results. Should a 'Not Yet Competent' candidate achieve an outcome of 'Competent' on a re-marking of the assessment, the \$25.00 re-marking charge is to be refunded.

## 6.9. CHARGES FOR SPECIFIC SERVICES

RTOs are not required to charge fees for the following services. However, if fees are charged, maximum fees apply as specified below.

- a) Re-marking of an assessment – each unit \$25.
- b) Replacement of award/qualification/academic record \$50.00.
- c) Re-issue of academic statement.
  - i) Results on computer network \$20.00.
  - ii) Results from archive \$30.00.
- d) Remote assessment supervision \$50.00.

## 7. RELATED POLICIES AND OTHER RELEVANT DOCUMENTS

This policy should be read in conjunction with:

- *National Standards for Registered Training Organisations*
- *VET FEE-HELP Administrative Information for Providers*
- *VET Administrative Information for Providers – Addendum incorporating the VET FEE-HELP reforms 2015/2016*
- *Apprenticeship Policy*
- *Colleges Direction 1997*

## 8. RELEVANT LEGISLATION

*Vocational Education and Training Act 1996*

*Vocational Education and Training (Colleges) Regulations 1996*

*Vocational Education and Training (General) Regulations 2009*

*School Education Act 1999*

*VET Student Loans Act 2016*

*Higher Education Support Act 2003*

## 9. REVIEW DATE

This policy is to be reviewed by 31 December 2020.

## 10. CONTACT INFORMATION

### **General queries:**

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**FEE WAIVER GUIDELINES**

**1. Severe Financial Hardship Definition**

A person is considered to be in severe financial hardship only where they are unable to provide food, accommodation, clothing, medical treatment, or other basic necessities for themselves and/or their dependents. Forms of entertainment or recreation are not basic necessities.

**2. Financial Hardship Assessment**

The assessment of whether an applicant qualifies for a fee waiver is to be made on the basis of their individual circumstances and those of any dependent family members.

Subject to the exceptional circumstances outlined below, a fee waiver cannot

Criteria for Severe Financial Hardship			
1	The student's income must not exceed the Department of Human Services income thresholds for the low income health care card, as outlined below.		
	Status	Weekly income	Total income in the 8 Week Period Prior to Applying
	Single, no children	\$561	\$4,488
	Couple combined, no children	\$969	\$7,752
	Single, one dependent child	\$969	\$7,752
	Couple combined, one child	\$1,003	\$8,024
	For each additional child add	\$34	\$272
2	The student does not have the disposable income to pay the fees via instalments without compromising their ability to meet their basic living needs or those of their dependents.		
3	There is no basis for concluding that the student's financial circumstances are likely to change within a reasonable period (e.g. 12 months).		

be given unless **ALL** of the following criteria are met.

Where these criteria are not met, instalment plans are appropriate and extended payment periods may also be considered.

**3. Supporting Documentary Evidence**

The student must provide relevant supporting documentation to evidence their claim, including evidence as to their financial circumstances. The nature of the evidence provided will depend on the individual circumstances of the student. Example evidence for assessing income includes pay slips and bank

statements. Example evidence for assessing outgoings includes tenancy agreements and utility bills.

#### **4. Exceptional Circumstances**

Short term hardship or temporary financial difficulty that arises from a sudden change in circumstances does not generally qualify a person for fee waiver consideration. Only in exceptional circumstances should a fee waiver be considered.

The following provides examples of the types of events that may compromise a student's ability to meet their essential living needs or those of their dependents. The list is indicative and not exhaustive.

- The student or family member has a sudden or unexpected health issue or disability.
- Death of a significant wage earner in the family, where the student had a dependent relationship.
- Relationship breakdown or domestic violence.
- Significant events which are likely to last over the duration of the enrolment period and clearly impact on the student's capacity to provide themselves or dependents with basic necessities such as food, accommodation, clothing, medical treatment and other basic necessities.

Accountable Officers must make their own assessment on whether the student has adequately demonstrated that hardship exists and is likely to persist over the period of enrolment.

In other circumstances a payment plan should be considered.

#### **5. Partial Fee Waivers**

A partial waiver of all fees for enrolled units within an enrolment period is not permitted.

#### **6. Time Limit**

Fee waivers can only be granted for units commenced within the calendar year.

#### **7. Approvals and Reporting**

Approvals should be made by the appropriate accountable authority within each organisation and supporting documentary evidence must be retained by the provider for audit purposes.

All fee waivers granted by providers must be reported to the Department, failure to comply is a breach of the training provider's delivery agreement or contract of service.