



Student Procedures Smart and Skilled Fee Policy



PURPOSE AND SCOPE

This policy ensures that learners are provided with relevant fee information and their rights to obtain a refund for services not provided by Management Consultancy International and that fee information and protection systems are established, implemented and readily accessible to Management Consultancy International learners.

REFERENCES

Standards for Registered Training Organisations 2015, Standard 5, clause 5.2 e), clause 5.2 f), clause 5.3
Smart and Skilled Contract Terms and Conditions 2015, clause 17.1
Smart and Skilled Fee Administration Policy.

DEFINITIONS

N/A

RESPONSIBILITIES

The responsibility for implementing the requirements of this procedure rests with the General Manager, Sales.

PROCEDURE

Smart and Skilled student fees

Under Smart and Skilled, a student contributes towards the cost of training through the payment of a student fee.

Candidates can get an estimate of the fee for their preferred course in the Course Finder:

<https://smartandskilled.nsw.gov.au/sands/find-a-course>

Management Consultancy International charges the relevant fee set by the NSW Government. The fee is determined when MCI enters the student data into the Smart and Skilled Provider Calculator.

Student eligibility

- 5.2.1 To be eligible for training subsidised under the Smart and Skilled program, a candidate must:
- be an Australian Citizen, a permanent Australian resident, a humanitarian visa holder or a New Zealand citizen, and
 - be aged 15 years or older, and
 - live or work in NSW, and
 - no longer be at school.
- 5.2.2 Candidates can check their eligibility for Smart and Skilled training in the Eligibility Checker: <https://smartandskilled.nsw.gov.au/are-you-eligible>
- 5.2.3 A student must provide evidence to support their eligibility for Smart and Skilled. Details of acceptable evidence are described in in Appendix 1 to this policy.

Fee exemption or concession

Students eligible for Smart and Skilled training who are Aboriginal or Torres Strait Islander students, students with a disability or Australian Government welfare recipients may be eligible for a fee exemption or concession fees when enrolling in a Smart and Skilled course.

5.3.1 Fee exemptions are available to eligible students who:

- a) are Aboriginal or a Torres Strait Islander,
- b) meet the Smart and Skilled disability criteria for their first course commencement in a calendar year,
- c) are the dependants of disability support pension recipients, for their first course commencement in a calendar year.

5.3.2 Concession fees are available to eligible students who:

- a) are receiving one of the specified below Australian Government benefits or allowances at the time of their enrolment:
 - Aged Pension,
 - Austudy,
 - Carer Payment,
 - Disability Support Pension,
 - Exceptional Circumstances Relief Payment,
 - Farm Household Allowance,
 - Family Tax Benefit Part A (maximum rate),
 - Parenting Payment (single),
 - Newstart Allowance (note: a NSW apprentice or a NSW new entrant trainee on a Newstart Allowance are not eligible for a concession fee),
 - Special Benefit,
 - Sickness Allowance,
 - Veterans' Children Education Scheme,
 - Veterans' Affairs Pension,
 - Widow B Pension,
 - Widow Allowance,
 - Youth Allowance,
 - Wife Pension.
- meet the Smart and Skilled disability criteria, for a second or further course in a calendar year,
- are the dependants of disability support pension recipients, undertaking a second or further course in a calendar year.

5.3.3. A student must provide evidence to support their eligibility for a fee exemption or concession fees. Details of acceptable evidence are described in in Appendix 2 to this policy.

Additional costs

5.4.1 Incidental expenses

Management Consultancy International may charge additional costs to the student fee. These costs may include essential equipment or optional charges for an alternative form of access to an item or service (e.g. a hard copy of an online resource).

Any additional costs that students will or may incur will be published for each qualification on the MCI website: <http://mci.edu.au/>

5.4.2 Issuing embedded qualifications

A qualification may include all the units of competency required to complete a lower level qualification, an **'embedded' qualification**.

In that case, a student may wish to be issued with a qualification for the lower level qualification in addition to the higher one they are enrolled in.

Management Consultancy International will charge a fee, in accordance with the MCI Fee Schedule, to produce the additional qualification.

5.4.3 Fees for repeat attempts to complete units of competency

Management Consultancy International's students can have **three (3) attempts** to complete a unit of competency for their student fee. Fourth and subsequent attempts will incur an additional fee of for each attempt. Please refer to MCI Fee Schedule for further details.

Payment arrangements

MCI offers a variety of payment options which may include:

- Upfront payment the total student fees
- Payment plan, where a schedule of payments is provided to a student.

Students are required to pay the student fee or at least an enrolment fee prior to a course commencement date.

Withdrawal from training

Management Consultancy International determines the 'withdrawal with no penalty' cut-off date on **seven (7) days** before a course commencement.

Should a student wish to withdraw from a course, either prior to or after the cut-off date, the student must follow the procedure as outlined in the Withdrawal Policy.

If a student withdraws from training before the 'withdrawal with no penalty' cut-off-date, the student will be refunded any fees paid at enrolment, if applicable.

If a student withdraws from training after the 'withdrawal with no penalty' cut-off date, the student will be given a statement of all fees and fee refunds, if applicable.

If a withdrawal from training is a result of a student misconduct or plagiarism, no financial refund or reimbursement will be provided. Please see the MCI Student Handbook for further details.

Refund policy

Management Consultancy International provides refunds of student fees only in accordance with the *Refund Policy*.

Recovery of outstanding student fees

Outstanding student fees may include overdue: Smart and Skilled student fees, additional fees and charges and instalment plan payments, where applicable.

Where a student has an outstanding debt, a notice is generated within 2 weeks of the original invoice due date and sent to the MCI sales person. The MCI sales person will contact the student to follow up on any outstanding debt.

Where the student continues to have an outstanding debt, the student will not be issued a qualification or a statement of attainment until the outstanding fees are paid.

Fee protection mechanism

Management Consultancy International holds an unconditional financial guarantee via its parent APM, from a bank operating in Australia to cover at least the amount of prepaid fees in excess of \$1500 for any student.

RECORDS

- Completed enrolment form
- Evidence of a fee exemption or concession fees
- Completed withdrawal form

APPENDIX 1 – PROGRAM ELIGIBILITY

ELIGIBILITY REQUIREMENT	EVIDENCE
Proof of identity	USI check
Residency requirements: <ul style="list-style-type: none"> • Citizenship • Australian Permanent Resident • Humanitarian Visa Holder 	<ul style="list-style-type: none"> • Australian birth certificate or passport • Passport or Certificate of Evidence of Resident Status • Humanitarian visa
Date of birth	<ul style="list-style-type: none"> • Student declaration and signature on an enrolment form, and • USI check
Live or work in NSW	Student declaration and signature on an enrolment form
NSW apprentice or new entrant trainee	Training Contract Identifier (TCID)
Previous higher level qualification	<ul style="list-style-type: none"> • Student declaration and signature on an enrolment form, and • USI check
Year 10 completion or equivalent (in under 17)	Student declaration and signature on an enrolment form
Postcode for ATSI on boarders	Student declaration and signature on an enrolment form

APPENDIX 2 – EXEMPTIONS AND CONCESSIONS

ELIGIBILITY REQUIREMENT	EVIDENCE
Exemption: Aboriginality	Student declaration and signature on an enrolment form
Exemption/ Concession: Disability	<ul style="list-style-type: none"> • Centrelink evidence: proof of Disability Support Pension, or • A letter or statement from: a medical practitioner, a government agency or relevant allied health professional, or • Centrelink evidence: dependent child of a recipient of Disability Support Pension
Concession: Welfare Recipient	<ul style="list-style-type: none"> • Centrelink evidence: proof of benefit, or • Centrelink evidence: dependent child of a recipient of a specified welfare recipient