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Purpose

The purpose of this policy and procedure is to outline International College of Victoria (ICV) 's approach to managing fees and refunds and to demonstrate how fees paid in advance are protected by ICV .

This complies with Clauses 5.3, 7.3 and Schedule 6 of the Standards.

Definitions

ASQA means Australian Skills Quality Authority, the national VET regulator and the RTO's registering body

Fee Payer means the nominated payer of a student's course fees, usually either the student or the employer paying on behalf of the student

SRTOs means the Standards for RTOs 2015 – refer definition of 'Standards'

Standards means the Standards for Registered Training Organisations (RTOs) 2015 of the VET Quality Framework which can be accessed from www.asqa.gov.au

Policy

1. Information about fees and charges

ICV protects the fees that are paid in advance by students. ICV holds current membership of a Tuition Assurance Scheme approved by ASQA. If ICV is unable to provide services for which a student has prepaid, the student: will be placed into an equivalent course such that the new location is geographically close to where the student had enrolled with ICV and the student will receive the full service for which they had prepaid at no additional cost to the student. If an equivalent course cannot be found, the student is paid a refund of any prepaid fees for services that are yet to be delivered above the \$1500.

- Fee information relevant to a course is outlined in detail on the Student Agreement and summarised on the Course Outline as well as the RTO's website. In compliance with Clause 5.3 of the Standards, detailed fee information is provided prior to enrolment or commencement of training, whichever is first.
- Fee information includes:



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- All costs for the course including any materials fees or levies
- Payment terms
- The Student Agreement and the Student Handbook which are provided prior to enrolment, includes this Fees and Refunds Policy and Procedure and informs the student of their consumer rights. Students are asked to sign the Student Agreement in acknowledgement of the terms and conditions of the enrolment and this policy.
- Where an employer is paying for a student's course, an Employer Agreement will be provided at the time of enrolment outlining the total fees, payment terms and schedule of payments applicable.
- You may remove this clause if you do not utilise 'direct marketing'. Students have the right to a 'cooling off period' if they signed up to a course via direct marketing (e.g. because of tele-marketing, direct approach in a public place or door-to-door sales). The cooling off period is 10 days from the date they signed their Agreement. To exercise this right, the student may notify ICV in person, via post, emailed or sent via fax notify our office in writing within 10 days of signing the agreement ICV will refund any payments received within the cooling-off period where the period is applicable.

2. Course fee inclusions

- Course and tuition fees include:
 - All the training and assessment required for students to achieve the qualification or course in which they are enrolling within the attempts allowed. However, in the case of re-assessment, where a student fails to achieve a satisfactory outcome after three attempts at an assessment task, an additional fee may apply for additional training and re-assessment. This fee is outlined on the Student Agreement.
 - Course fees do not include required textbooks and learning materials. These are at an additional cost, as outlined on the Course Outline. Textbooks can either be purchased from ICV or external textbook providers as indicated on the Student Agreement.
 - Issuance of one set of certification documents including the Testamur (certificate) and record of results and/or a Statement of Attainment (in the case of withdrawal or partial completion). Re-issuance or additional copies of these documents will attract a fee of \$50.00 per document.
- Course and tuition fees do not include:
 - Any optional textbooks and materials that may be recommended but not required to complete a course.
 - Replacement textbooks if original copies are lost or misplaced. Costs for replacement textbooks are outlined on the Student Agreement.
 - Stationery such as paper and pens.
 - Uniform (if required for placement).
 - Re-assessment if required, as outlined above.
 - Re-issuance of AQF certification documents – a cost of \$50.00 per document applies.
 - Direct debit setup, transaction, and dishonour fees (where applicable).
 - Credit card payment may attract surcharges. Up to 1.5 %
- ICV cannot guarantee that students will successfully complete the course in which they enrol regardless of whether all fees due have been paid.

3. Payments



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- Students who are having trouble in paying their fees are invited to call our office to make alternative arrangements for payment during their period of difficulty.
- ICV reserves the right to suspend the provision of training and/or other services until fees are brought up to date. Students with long term outstanding accounts may be withdrawn from their course if payments have not been received and no alternative arrangements for payment have been made.

Additional Fees and Charges	
Moderation on appeal (per assessment task per unit)	No charge
"" class (in support of the completion within expected duration policy) (per class)	No charge
Re-Issuance of statement of attainment	\$50.00
Re-Issuance of Diploma / Certificate	\$100.00
Academic support class (in support of the completion within expected duration)	No charge
Re-enrolment of unit (after the allocated number of reassessments (2) have been exhausted)	\$1,200.00
Replacement ID card	\$10.00
RPL assessment (per unit of competency)	\$500.00
LLN skills assistance (per hour)	No charge
Deferment, suspension or cancellation of CoE where it has not been determined as intervention/compassionate/compelling circumstances	\$400.00
Late fee payment (4 weeks after payment due - per instalment/payment period missed)	\$200.00
Late submission of assessment / assessment task (charged on weekly basis)	\$50 per week
If a student has missed the practical session. Arranging additional practical sessions will be charged. (Applicable to CPC30220 Certificate III in Carpentry course only)	\$500 per session

4. Recording and payment of refunds

Refunds are processed as per our Refunds Policy and Procedure V4.2



Procedures

1. Student fees

Procedure	Responsibility
<p>A. Deposit invoices</p> <ul style="list-style-type: none">All fee-payers should pay their deposit/enrolment fee upon enrolment, preferably prior to course commencement. Raise an invoice for the amount in line with the payment schedule for the relevant course.Fee-payers have 14 days (about 2 weeks) to pay an invoice.Keep a copy of the invoice on the student's file.	Admin/Accounts
<p>B. Fee instalment invoices – fee-for-service students</p> <ul style="list-style-type: none">Charge fee instalments in line with the relevant payment schedule for the course, outlined on the Student Agreement/ Course Outline.Keep a copy of the invoice on the student's file.	Admin/Accounts
<p>C. Receiving payments</p> <ul style="list-style-type: none">Payments may be made by EFTPOS, cash, direct bank transfer, credit card or direct debit. <p>Record payments against the relevant invoice on ICV Bank accounts Victorian Education and Training Pty Ltd BSB: 063237 Account Number: 1033 1070 Swift Code: CTBAAU2S Bank: Commonwealth Bank of Australia</p> <ul style="list-style-type: none">Provide the student with a receipt.	Admin/Accounts
<p>D. Managing overdue fees</p> <ul style="list-style-type: none">Send out statements monthly to students to show outstanding fees.Call students where payments are more than 14 days overdue.Refer to the RTO Manager about suspending training until fees are brought up. If training is suspended send a letter to the student advising of suspension until payment is made. Advise Trainer/Assessor.Where fees continue to be unpaid, refer to the RTO Manager to consider withdrawal.	Admin/Accounts



2. Refunds

Refer

- SRTOs: Clauses 5.3, 7.3

Procedure	Responsibility
<p>A. Processing refunds – fee-for-service students</p> <ul style="list-style-type: none"> • If a course is cancelled by ICV students who have enrolled and paid their deposit/enrolment fee should be automatically issued a refund. Notify them in writing and issue refund. Record on file. • Students who withdraw from their course and seek a refund are to make a request for a refund in writing. (You could also make this an automatic process whenever a student withdraws. Update policy accordingly if required.) • To assess a refund due, consider the services the student has received. Consider the following: <ul style="list-style-type: none"> – Deposit/enrolment fee is non-refundable – this covers administration time for enrolment and induction process. – Textbooks provided – Training received – number of classes attended, visits received, online training – Individual support provided by the trainer/assessor – Assessments marked • Consider the costs incurred by ICV as per above, plus the fees paid by the student to calculate a suitable refund. Refund assessments are to be approved by the CEO/Finance Manager. • Notify the student in writing of the refund assessment outcome and make refund payment where applicable. • Keep a copy of the refund assessment on the student's file. 	<p>Admini/Accounts</p>

Document Control

Quality Area:	Students and Clients
Status:	Approved
Approved By:	CEO
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Standards (SRTOs):	Clause 5.3; 7.3; Schedule 6.