

Fees and Charges Policy

1.0 Purpose

1.1 The College is entitled to charge fees for services provided to students undertaking a course of study and for other services the College may provide. These charges are generally for items such as tuition fees, enrolment fees, course materials, student services and other related training and assessment services. The transparency, governance and management of fees and charges are integral to financial transparency and ensuring students' rights and responsibilities are fully explained and maintained.

1.2 The following policy and procedure outlines the College's Fees and Charges policy identifying processes and systems for financial transparency and maintenance of student's rights and responsibilities. The policy and procedure outlines the roles and responsibilities of both staff and students and the expectations of each and should be read in conjunction with the College's Refund Policy and Procedure.

2.0 SCOPE

2.1 The College's Fee and Charges policy and procedure applies to staff (general staff and contractors), students and employers.

3.0 Definitions

3.1 Fees and Charges – For the purpose of this policy and procedure, fees and charges are defined as monies the College is entitled to charge for services provided to students undertaking a course of study and for other services the College may provide.

4.0 Responsibilities

4.1 Marketing and Admissions Officer, Admin and Account Officer, Campus Manager and Chief Executive Officer – Responsible for the transparency, governance and management of fees and charges. Ensure students' rights and responsibilities are fully explained and maintained.

5.0 Procedure

5.1 Systematic Approach

5.1.1 The College applies a systematic approach to fee collection and the refund of fees. This approach includes:



5.2 Fees payable

5.2.1 Fees vary for different training programs. The determination of course fees are dependent on program duration, modality, requirements and commercial viability.

5.2.2 The Chief Executive Officer is responsible for approving the College Schedule of Fees and Charges. As a minimum the Schedule of Fees and Charges includes:

- The total amount of all fees including course fees, administration fees, material fees and any other charges for enrolling in a training program.
- Payment terms, including the timing and amount of fees to be paid and any non-refundable deposit/administration fee.
- Fees and charges for additional services, including such items as issuance of a replacement qualification parchment or statement of results and the options available to students who are deemed not yet competent on completion of training and assessment.

5.3 Reissuance of certificates and final documents

5.3.1 Where a student has lost or misplaced an issued certificate and/or final documents, the College will charge the Graduate a fee of \$50.00 per qualification to reprint/reissue the certificate/final documents. Information relating to the reissuance of certificates can be found in the fees schedule under Section 5: Fees, Payment and Refund of the Student Agreement.

5.4 Payment of Fees

5.4.1 To ensure students are well informed of the financial considerations of their enrolment, the College provides fee information to each student prior to enrolment.

5.4.2 The College Schedule of Fees and Charges Fee are explained by staff to students/employers on course application and prior to the payment of Fees. The full schedule of fees and charges is made available through the Offer Letter and Student Agreement.

5.4.3 All course fees and charges are payable in Australian dollars in accordance with the current Fee Schedule. Fees may change so student should confirm with the College prior to enrolment. Once enrolled in a course, the course fees will remain the same for the normal duration of that course. For international students, fees must be paid in advance before the Confirmation of Enrolment (COE) is issued.

5.5 Protecting fees being paid in advance

5.5.1 The College acknowledges that it has a responsibility to protect the fees paid by students in advance of their training and assessment services being delivered. To meet our responsibilities, the College deposits the initial tuition fees in the designated account prior to student commencing the course. Upon commencement of course the monies received are then taken into the operational account.

5.6 Consequences for failure to pay course/enrolment fees

5.6.1 Students must pay the fees by the payment schedule. Failure to pay fees by the due date may incur a financial penalty. The College

reserves the right to charge, each month, an administration fee of \$100 plus a penalty fee computed at the rate of 10% per month on the amount outstanding from the day after the due date. Student must pay all the outstanding fees and charges within 20 days from the date specified as per the final notice.

5.6.2 Students are reminded about when their fees are due. Email and call reminders are done on 21, 14 and 7 days before the fee is due for payment. In the event that students do not pay the fees on the due date, they will be sent an overdue notification by email and phone call the day after the due date. Three days after the due date, an 'Intention to Report' letter is sent to the student, advising of the College's intention to cancel their enrolment (eCOE) for nonpayment of fees. Students then have 20 working days to appeal. Refer to the Complaint and Appeal Policy and Procedure for further details. If the student does not appeal the eCOE is then cancelled.

5.6.3 The College may agree to reissue the eCOE to a student whose eCOE has been cancelled for non-payment of fees. There will be an administration charge of \$100 to be paid, in addition to outstanding fees and penalties.

5.6.4 The College reserves the right to take any or all of the following actions should a student not have paid their fees:

- bar access to the computers
- bar access to lessons
- bar access to examinations
- withhold transcripts, certificates and other documents
- suspend or dismiss the student from the College
- collect an administrative and interest fee on the amount outstanding
- pursue legal action to recover the debt.

If students continue to default on payment of fees, legal action may be taken to recover the debt. The College reserves the right to recover from the student the costs of any such action taken.

5.7 Notice of enrolment cancellation

5.9.1 Students must provide at least one full term's notice in writing to the Admin and Account Officer, if they wish to withdraw or cancel their enrolment. Any request for refund must be forwarded in writing to the College, addressed to the Admin and Account Officer. Refer to the Deferring, Suspending and Cancelling Student Enrolment Policy and

the Refund Policy for further details.

5.8 Refunds

5.8.1 Refer to the College's Refund Policy for further details. This refund policy does not remove the student's right to take further action under Australia's consumer protection laws. In addition, the College's grievance resolution process does not inhibit the student's right to pursue other legal remedies.

6.0 References

- 6.1** Offer Letter and Student Agreement
- 6.2** Refund Policy and Procedure
- 6.3** Complaints and Appeals Policy and Procedure
- 6.4** Deferring, Suspending and Cancelling Student Enrolment Policy and Procedure

7.0 Appendices