

Fees, Charges and Refund Policy, Process and Fee structure



Policy Overview

This policy and procedures applies to fees, charges and refunds applicable to the provision of training, including students undertaking training under the VET Funding Contract VTG Program, and students paying full fees.

DRS TQM will satisfy compliance with AQTF Essential Conditions and Standards of Continuing Registration and VRQA Guidelines for VET Providers in this respect. This policy and procedure applies to fees, charges and refunds applicable to the provision of training and assessment including students undertaking training under Government Training Contracts and students paying full fees.

Definitions

1. Tuition Fee: The fee charged for the delivery of the training and assessment	5. Course Start/Commencement Date: The first date of the course in which the student is enrolled as indicated on the RTO’s Invitation to Enrol and Agreed Program Delivery and the RTOs attendance rolls.
2. Administration Fee: The fee charged for processing enrolment applications.	6. Additional Charges: This may include follow up charges associated with late or non-payment, overdue fees, dishonour cheques fees, etc.
3. Materials Fee: The charge to cover the cost of manuals, resources, consumables and or other materials required by the specific course.	7. Accredited Programs: Programs which provide state and or/national recognition in accordance with the Australian Quality Framework.
4. Course Fee: Full Fee charged for a course which is inclusive of administrative fee, tuition fee and where applicable, material fee.	8. Eligible Individual: A student who is entitled to a funded place in a qualification/ accredited program as per the current VET Funding Contract VTG Program.
9. Concession: The maximum fee which a holder of a recognised concession card may be charged. Recognised Concession Card include: a) Commonwealth Health Care Card; b) Pensioner Concession Card; and c) Veteran’s Gold Card	

Department	Vocational Education & Training	Author(s)	RTO/Training Manager	
Document Title	Fee Refund Policy	Approved	CEO	
Version	1.2 (Modified – September 2014)	Authorised	CEO	
AQTF Standard(s)	ES2.5 ES3.3 CR3	Distribution	Internal	RTO Manager RTO Staff RTO Students
			External	Prospective Students

Processes to be followed	By Whom	By When	Policy Statement/ Relevant Documents
1.0 Fees and Charges DRS Total Quality Management Training Service Pty. Ltd (<i>hereafter called as DRS TQM or RTO</i>) will ensure that clients and appropriate staff of DRS TQM made aware of the fees, charges and its refund policy and procedure for students before accepting a student for enrolment.	CEO Training Manager	At all times	Policy Statement
DRS TQM follows Option 3 of AQTF Essential Conditions for Continuing Registration (Financial Management), ie <ul style="list-style-type: none"> ➤ DRS TQM will not require a deposit or more than \$1000; and ➤ DRS TQM will not require payment of additional fees of more than \$1000 at any one time 	CEO	At all times	Policy Statement
DRS TQM advises of its fees and charges, as well as its refund policy and procedures on its website and Invitation to Enrol and Agreed Program Delivery which the student signs prior to acceptance into a course of study with the RTO and money accepted from a student.	CEO	At all times	Policy Statement
Students engaged in training that is funded by State or the Commonwealth Government (government funded courses), will be made aware of prior to enrolment where possible, or at least, at the time of enrolment of the funding that is provided by the Government and of any additional fees applicable e.g. Administration Fees, Course Fees, and Material Fees.	Training Manager	Enrolment stage	Policy statement
Fees are non-transferable to other students or other institutions.	Training Manager	At all times	Policy Statement
A Tuition Fee Payment Plan may be granted to eligible students in exceptional circumstances.	Training Manager	At all times	Policy Statement

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DRS TQM reserves the right to defer or cancel a course, change course start date, or change course curriculum/programs.	Training Manager	At all times	Policy Statement
<p>Payment Arrangements</p> <p>1. Irrespective of the availability and receipt of government subsidies by DRS TQM, employer, referring agency or student, it is the requirement of DRS TQM that where tuition fees, administration fees or other charges are applicable, these must be paid at the beginning of each term and not for individual classes.</p> <p>2. This fees and charges ate to be paid in Australian dollars.</p> <p>3. Students commencing part way through a term will be required to pay on a pro-rata basis.</p> <p>4. Late payments will not take into account missed classes.</p> <p>5. The fee structure for all Commonwealth or Victorian Training Guarantee funded courses are consistent with the relevant government agreements .</p> <p>6. All students will be issued with a receipt and a copy of the receipt is kept on file. Payments are recorded on a weekly program incoming money sheet and also in the course payment book.</p> <p>7. Course costs include class notes/handouts. Students will be required to provide their own books, pens, pencils, etc.</p> <p>8. Excursion costs are not included in the course costs.</p> <p>9. If any student is experiencing financial difficulties, they are encouraged to notify the CEO or Training Manager and a suitable payment arrangement may be made.</p>	Training Manager Students	At all times	Policy Statement

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<p>Low Class Numbers (Running classes at a loss, ie when class numbers are less than the number stipulated)</p> <p>In general classes will be cancelled if two days before the start of the class there are less than the required number enrolled. It is important that classes which are subsidised by government funding operate on their stipulated minimum numbers.</p> <p>The Management has the discretion to allow some classes to proceed, even if they are operating on less than the required minimum. The basis of this decision would include:</p> <ol style="list-style-type: none"> Re-negotiate tutor; Subsidy available for the course; Support for a new, valuable program; and Firm belief that this course must be provided. 	CEO Training Manager	At all times	Policy Statement
<p>Non-Payment of Fees</p> <p>If the student/employer/referring agency does not pay all fees and charges by the due date they are deemed to be a DRS TQM debtor. Late payment of fee may incur a penalty fee, which is determined by the Chief Executive Officer (CEO).</p> <p>Failure to pay a debt within a timeframe set by the CEO of the original due date, may result in any or all of the following, until the full amount is paid:</p> <ol style="list-style-type: none"> Suspension of the student from attending or participating in the course; Loss of access to DRS TQM resources, IT systems, etc.; Loss of access to enrolment information and academic transcripts; Inability to graduate; and Termination of the enrolment. 	CEO Training Manager	At all times	Policy Statement

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<p>2.0 Grounds for refunds Students will receive a full refund of fees paid and there will be no administration charge in the following circumstances:</p> <ul style="list-style-type: none"> the course is cancelled the course is rescheduled to a time and location that is unsuitable for the Student a Student is not given a place due to the class being full <p>A full refund will apply if Students withdraw before the course commences. However, Students are strongly advised to consider their work and/or personal commitments before enrolling to avoid this situation occurring.</p> <p>If a Student is able to produce evidence of a successful application for RPL in parts of a course where the full fees have been paid, they may apply for a full refund of fees for that subject/s.</p>	RTO/Training Manager	As required	Policy Statement

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<p>A 50% refund applies if Students withdraw for personal reasons beyond their control, prior to attending the third scheduled session of the course.</p> <p>Acceptable reasons may include:</p> <ul style="list-style-type: none"> • sickness (verified by a medical certificate) • change of employment hours or location (verified by employer) • other reasons deemed valid at the RTO's discretion. <p>No refund will be granted after the Student attends the third scheduled session of the course. The date of withdrawal shall be the date that the RTO receives the refund application accompanied by the relevant supporting documentation.</p>			
<p>3.0 Procedures for applying for refunds</p> <p>To apply for a refund, Students can download the Fee Refund/Withdrawal Application Form from the RTO's website. A hard copy of the form may also be obtained from the RTO Manager.</p> <p>Applications will be considered, and applicant advised in writing, within 20 working days of the RTO receiving the application. The decision as to whether the Student will receive a refund or partial refund will be made based on the grounds for refunds specified above.</p>	RTO/Training Manager	As required	Fee Refund/Withdrawal Application Form

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<p>4.0 Payment of Refunds The RTO will pay the refund to the same person or body from whom the payment was received on behalf of the Student. This includes credit cards so where credit cards are used for payment, the RTO will refund that credit card.</p> <p>STUDENT CANCELLATION POLICY</p> <ul style="list-style-type: none"> • Where cancellation of a course occurs at least 21 days prior to commencement of the course, a full refund, minus the administration fee (\$100) will be given. • Where notification of cancellation occurs between 14 and 21 days prior to commencement of the course, a 50% refund will be granted, minus the administration fee. • Where notification of cancellation occurs less than 14 days prior to commencement of the course, no refund will be granted and full fees are chargeable. (Special Circumstances will be determined on a case by case situation). • All cancellations must be received in writing. For further details please contact DR's TQM Training Service. 	RTO/Training Manager	As required	Policy Statement

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<p>5.0 Default of Payments – Course Fee</p> <p>In the event of non-payment of fees payable, you agree that any costs or charges associated with the collection are payable by yourself. E.g. Debt Collection Fee, 5%/ week interests for late fees, postage. DR'S TQM reserves the right to report a student's delinquent account to a credit reporting agency should payment remain outstanding for more than 15 days. In addition to that, DR'S TQM may refer the outstanding account for debt collection or issue legal proceedings to recover any outstanding invoices. Should an account be referred for debt collection the Student acknowledges and agrees to pay debt collection charges to be calculated at not less than 20% plus GST and will be incurred on the day DR'S TQM refers the matter to their nominated debt collection agency. The solicitor and own client or indemnity cost basis.</p>	RTO/Training Manager	As scheduled	Policy Statement
<p>6.0 The RTO will provide the following fee information to each client prior to enrolment:</p> <ul style="list-style-type: none"> • The total amount of all fees including course fees, administration fees, materials fees and any other charges. • Payment terms, including the timing and amount of fees to be paid and any non-refundable deposit and/or administration fee • The nature of the guarantee given by the RTO to complete the training and/or assessment once the student has commenced study in their chosen qualification or course • The fees and charges for additional services, including such items as issuance of a replacement qualification testamur and the options available to students who are deemed not yet competent on completion of training and assessment, and • The organisation's refund policy 	RTO/Training Manager	Prior to enrolment	Policy Statement

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	RTO/Training Manager	As required	RTO Complaints and Appeals Policy
	CEO	At all times	Policy Statement

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7.0 Complaints and appeals In the event that the Student is unhappy with the outcome of their application for a refund, the Student may lodge a complaint under the RTO's Complaints and Appeals Policy. The existence of this policy and complaints and appeals processes does not stop Students taking action under Australia's consumer protection laws.	RTO/Training Manager	As required	RTO Complaints and Appeals Policy
8.0 The CEO will be the person responsible for the implementation and maintenance of the policy.	CEO	At all times	Policy Statement

- Reference:** 1. 2014-16 VET Funding Contract VTG Program with Schedule (Final, November 2013)
 2. Key Features of VET Funding Contracts (15 November 2013)
 3. VTG 2014 Guidelines about Fees (v1 November 2013)
 4. Contract Notifications CN No 2014-09 & CN No 2014-06
 5. VRQA Guidelines for VET Providers (Guidelines 1.3 & 3.3)
 6. AQTF Essential Conditions and Standards for Continuing Registration (Conditions 1,2, 3 & 5 & Standards 2.1, 2.2, 2.3, 2.6, 2.7, 3.1, 3.2, 3.3 & 3.4)

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