



SRTO Policy 2015

SM25: Fees, Charges and Refunds Policy and Procedure

Purpose

Through this policy, LAF College of Vocational Education ensures that all clients are aware of the fees and charges associated with enrolment in a course and/or service with LAF College of Vocational Education of Vocational Education. This policy provides the guidelines for the eligibility and assessment of refunds.

LAF College of Vocational Education ensures the protection of all fees and aims to provide clear and accessible information to students about fees and charges prior to and throughout their enrolment and/or other involvement with LAF College of Vocational Education.

Scope

This policy is applicable to all prospective and current students enrolled with LAF College of Vocational Education. The CEO along with the Campus Manager is responsible to ensure that the policy is practiced at all times adhering to the ASQA Standard of Registration (SRTO 2015) Standard 4 Clause 4.1 Standard 5 Clause 5.2 5.3, 5.4, Standard 7 Clause 7.3.

Policy

1. Information about and agreement to fees and charges

- 1.1 Students and persons seeking to enroll in a course with LAF College of Vocational Education are advised of all fees and charges associated with a course, including course fees, administration fees, materials fees and any other charges on the relevant Course Outline, student information.
- 1.2 Organisations and other clients seeking to enter into a service agreement with LAF College of Vocational Education will be notified of the fees and charges associated with the agreement in information and proposals provided to them prior to entry into the agreement.
- 1.3 The information provided to each prospective student and/or client will include:
 - a) The total amount of all fees including course fees, administration fees, materials fees and any other charges.
 - b) Payment terms, including the timing and amount of fees to be paid and any non-refundable deposit and administration fees and any fees and charges for additional services.
 - c) This Fees, Charges and Refund Policy.
- 1.4 All students will be required to sign a Written Agreement at the time of enrolment which outlines the total course fees, payment terms and schedule of payments applicable to their course. The Written Agreement is designed to provide clear and concise information to the student about applicable fees and charges, provide options for payment as well as outlining the terms and conditions of the enrolment.

2. Fees in advance

- 2.1 LAF College of Vocational Education collects fees in advance for services not yet provided to students at various intervals throughout a course and in accordance with the course's relevant payment schedule. To ensure the protection of fees paid in advance, LAF College of Vocational Education



SRTO Policy 2015

SM25: Fees, Charges and Refunds Policy and Procedure

- will not accept payment of more than \$1,000 from each individual student prior to the commencement of a course. Following course commencement, LAF College of Vocational Education requires payment of additional fees in advance but only such that at any given time, the total amount paid for services that are yet to be incurred by the student, does not exceed \$1,500.

3. What do student fees cover?

- 3.1 Unless otherwise specified, course fees include the cost of all compulsory training and assessment materials. Any optional textbooks and materials that may be recommended but not required for completion of the course, are not included in course fees and will be an additional cost should the student wish to purchase such materials.
- 3.2 Students undertaking a beauty or hairdressing qualification are required to pay a materials fee which will cover the cost of their beauty and/or hairdressing kit that the college will purchase on their behalf. A detailed list of what is included in the kit is included in the Statement of Fees. If a student loses any of the equipment in their kit prior to completing their final practical assessment/s, they will be required to pay the cost for replacement item/s. Refunds are not available for this fee unless a student withdraws from their course prior to receiving their beauty and/or hairdressing kit.
- 3.3 **All course fees include up to three (3) attempts at assessment per unit/cluster. Where an additional assessment is required in order to achieve competency, LAF College of Vocational Education reserves the right to charge a student, an additional re-assessment fee in accordance with the fee table provided on the relevant Written Agreement.**
- 3.4 For reissuing of a qualification testamurs, record of results or statement of attainment, an additional fee will be incurred at the rate of \$45 per document.

4. Terms and methods of payment

- 4.1 Fees are to be paid within fourteen (14) days of receipt of an invoice, unless the payee has elected to pay according to a direct debit payment schedule which has been approved by LAF College of Vocational Education. The terms of all invoices are fourteen (14) days.
- 4.2 LAF College of Vocational Education accepts the following methods of payment – cheque, money order, direct debit and direct bank transfer.

5. Direct debit payments

- 5.1 Where the payee has indicated on their payment agreement that fees are to be paid by direct debit, this option is only valid where the form is accompanied by a Direct Debit Request Form. The form must be appropriately and accurately completed and in line with the approved direct debit payment schedules. Where a Direct Debit Request Form has not been provided, the payee will be issued with an invoice which is to be paid within fourteen (14) days. It is the payee's responsibility to ensure that LAF College of Vocational Education receives an accurate and completed Direct Debit Request Form in order to take up the direct debit payment option.
- 5.2 Direct debit request forms must indicate payment terms according to one of the approved direct debit payment schedules provided on the payment agreement.
- 5.3 Where a default occurs in direct debit payments due to insufficient funds or otherwise, LAF College of Vocational Education will contact the payee to make alternative arrangements for payment. LAF



SRTO Policy 2015

SM25: Fees, Charges and Refunds Policy and Procedure

College of Vocational Education reserves the right to refuse a payee the option to pay by direct debit where there have been 2 or more defaults on payment during a direct debit term.

6. Issuance of qualifications

7.1 In accordance with its Qualifications and Statements Issuing Policy LAF College of Vocational Education reserves the right to withhold the issuing of qualifications, records of results and statements of Attainment until all fees have been paid.

7. Late payment

- 8.1 Where a student is more than forty (40) days overdue with payments, LAF College of Vocational Education reserves the right to suspend training services until payment is made to bring fees up to date.
- 8.2 Students who are experiencing difficulty in paying their fees are invited to call our office to make alternative arrangements for payment during their period of difficulty.
- 8.3 For long-term outstanding amounts, LAF College of Vocational Education utilises the services of a debt recovery agency to ensure the collection of all fees.

8. Refunds – Fee for Service students

- 9.1 All course fees, include a non-refundable deposit and/or enrolment fee. This amount is specified on all course information about fees and charges and on the Written Agreement signed by each student prior to entry into a course. The enrolment fee is non-refundable except in the instance where LAF College of Vocational Education is required to cancel a course due to insufficient numbers or for other unforeseen circumstances.
- 9.2 Students who withdraw from a course and wish to seek a refund or have the amount they owe on their fees reduced, must apply to LAF College of Vocational Education in writing, outlining the details and reason for their request. Students who have not completed a withdrawal form are not eligible for consideration of a refund or reduction in fees.
- 9.3 Eligibility for a refund will be assessed based on the services provided to the student and the costs incurred by LAF College of Vocational Education in order to provide those services to the student.
- 9.4 The outcome of the refund assessment will be provided by written notice to the student's registered address, outlining the decision and reasons for the decision along with any applicable refund or adjustment notice.

Related policies

- BQ1: Customer Service Charter
- BQ3: Information Privacy Policy
- BQ11: Record Management Policy

Related procedures, forms and documents

- SM24.1.2: Enrolment Form
- SM25.1.1: Payment Agreement
- Publishing details



SRTO Policy 2015

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