

Fees Policy	
Policy area	Student Support
Responsibility	CEO, RTO Manager
Classification	Internal Only

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1. Purpose

The purpose of this policy and procedure is to ensure:

- students have access to clear and accurate information about fees and charges to make informed decisions about the services offered by INTERNATIONAL TECHNICAL INSTITUTE (ITI)
- the student's rights as a consumer are protected
- the student is informed about any changes to the services offered, the training product they are enrolled in or the terms of our service to them
- the student has access to fair and reasonable refund arrangement
- the amount a prospective or current student is required to pay in advance of a services being delivered is not to exceed a total of \$1,500

2. Definitions

Training product means AQF qualification, skill set, unit of competency, accredited short course and module.

Short course means a low cost, short duration with a small number of units of competency usually conducted over 1-5 days. These courses usually relate to specific skills required in the workplace or required due to licencing or certification requirements.

Long course means a course designed to prepare the student to perform a vocational occupation such as a full qualification or a substantial course made up of multiple units of competency. These courses are usually delivered over many weeks or years.

The threshold for prepaid fee amount means the amount of fees a prospective or current student can be required to prepay is in excess of a total of \$1,500. The purpose of a threshold for prepaid fee amounts is to limit the amount of money that can be required for payment by a student in advance of a service being delivered. It is a consumer protection measure.

Enrolment fee means a payment required to be paid by a student enrolling into a Long Course to cover the cost of administering the enrolment.

Tuition fee means the payment required to be paid by the student to cover the cost of materials, textbooks, student services and training and assessment services.

3. Policy statement

3.1 Fees Payable

International Technical Institute (ITI) will charge a range of fees and charges for courses. These charges will be provided to the student in the Written Agreement prior to issue of the CoE.

- Students are required to have a signed Written Agreement in place prior to enrolment, and they shall pay the Fees as outlined in the Written Agreement.
- Students are required to have a Payment Plan in place prior to commencing classes.
- Enrolment on a new course may incur any new fees.
- Application fee, accommodation and airport pickup fees are non-refundable. (Refer Fee Schedule for details)
- Fees can be paid in full or an initial deposit payable on enrolment as mentioned in the Letter of Offer/Written agreement. If the fee is paid in full prior to course commencement, the student must acknowledge that in the written agreement that the full fee is being paid at their own will and not upon International Technical Institute (ITI)'s request.
- Fees paid by credit card will incur a further charge. (Refer Fee Schedule)
- Regular Invoices will be sent by the Finance Department 7 days before the due date.

3.2 Late Fee Payment

- Balance of fees is to be paid on an instalment program outlined in Payment Plan that is prepared and given to the student on Induction and enrolment day.
- Late payment of Fees will incur a penalty on the fee instalment owed to International Technical Institute (ITI) as per Fee Schedule.
- International Technical Institute (ITI) may restrict or withhold services or materials from the student if fees are overdue.
- Late payment fee can be waived off on CEO/RTO Manager/Finance Department's discretion.

3.3 Cancellation of Course on Non-Payment

- First warning / reminder notification will be sent to the student if the payment is overdue by 7 days from the payment due date. This warning/reminder can be made by SMS/Email.
- Second warning/reminder will be sent to the student if the payment is overdue by 14 days from the payment due date. This warning/reminder can be made by SMS/Email.
- Final intention to report notification will be sent to the student if the payment is overdue by 28 days from the payment due date. Students will be given 20 days to access the International Technical Institute (ITI) appeals process. This warning must be in written

format posted at the student's postal address.

- If at any time during the above process, the student chooses to make the payment, student will be charged late payment fee amounting to the number of days in the late payment period.

3.4 Course Abandonment

- In the event a student abandons the course, all fees due are payable to International Technical Institute (ITI) upon demand.

3.5 Provider Initiated Course Deferral, Suspension or Cancellation

- International Technical Institute (ITI) may at its discretion defer the commencement date, cancel or vary a course prior to course commencement. In the event of deferral or cancellation before course Commencement International Technical Institute (ITI) will refund fees in accordance with the ESOS Act Section 27 and the student agrees that there shall be no further entitlement to damages whatsoever.
- Upon suspension of enrolment, the fees remain due on the scheduled dates according to the Payment Plan.
- Regarding cancellation of a student's enrolment during the course, refer to the International Technical Institute (ITI) Refund Policy.

3.6 Student Initiated Course Deferral, Suspension or Cancellation

- a) In the event of deferral or cancellation before the course Commencement International Technical Institute (ITI) will refund fees in accordance with the International Technical Institute (ITI) Refund Policy.
- b) Upon suspension of the course, the fees scheduled in the Payment Plan remain due on the scheduled dates.
- c) Regarding cancellation of enrolment during a course refer International Technical Institute (ITI) Student Refund Policy.

3.7 Tuition Fee Protection

International Technical Institute (ITI) assures the security of student fees through its compliance with the requirements of the Education Services for Overseas Students Act 2000 (ESOS).

3.8 Recognition of Prior Learning & Obligations to Recognize AQF Qualifications

RPL will be charged per qualification. Please refer to the Fee Schedule

3.9 Course Materials

- Tuition fees do not include the cost of resource materials, equipment, Kits and tools and uniforms required for specific courses.
- Additional fees for the cost of materials, additional equipment or other resources necessary to successfully complete a course will be charged. Material Fee includes learning resources (PowerPoint handouts, textbooks, printouts, Soft copies of learning resources/Online Recourses). **Please refer to the Fee Schedule for further information.**

3.10 Course Extension/Re-enrolment

- a) Course extension or Re-enrolment arising due to implementation of intervention strategy with meeting academic course progress above >50% or on request by student to complete pending units will be charged based on the total duration of the extension.
- b) Extension course fee will be calculated as per the term/s. (units scheduled as per the annual Timetable)

3.11 Unit Re-assessment

- a) Students can re-submit the assessment per unit in 3 attempts. These are free of charge.
- b) If the student fails in the 3 free attempts, the fourth attempt will be Re-assessment, and it will be chargeable to the student. Refer Fee Schedule.
- c) Students may also be charged with re-attempt the unit due to acts of plagiarism or other academic misconduct. Refer Fee Schedule
- d) If the student fails after the Re-submission and Re-assessment, then the student will be required to Re-sit for training for the unit.

3.12 Additional Charges

- a) Student ID cards are issued free of charge.
- b) Testamurs, Statement of Results and Completion letter and Statement of attainments are issued free of charge
- c) Re-issue of the above documents will incur a charge. Refer Fee Schedule

4. Considerations

None

5. Procedure

Steps	Person/s responsible
5.1 Invoicing fees	
i.	When the new enrolment is completed, student will be placed into the next month's new enrolment slot by the admin staff.
ii.	Prepare an invoice for fees according to the <i>Schedule of Fees and Charges</i> . Invoicing individual students: Invoices must not exceed \$1500.

	Invoicing a business: Invoices to employers may exceed \$1500. Fees with employers may be negotiated directly through a commercial contract and pre-paid fee protections do not apply.	
iii.	Monitor payments received and update the student management system.	Accounts Team
iv.	Issue receipt once payment is received.	Accounts Team
v.	Student can commence the course after the receipt of the payment The initial fee payment must be made prior to commencing training.	Admission Team
vi.	Where a subsequent payment/s is required, the accounts team will record the dates for invoicing subsequent payment/s and invoice accordingly.	Accounts team
vii.	Notify the RTO Manager of any subsequent payment received and update the student management system. The RTO Manager or Trainer will only release additional training materials once the subsequent payment is received.	RTO Manager, CEO Trainers

6. Other documents to consider with this policy

Policies

- Admission and Enrolment
- Complaints Handling and Appeals Policy

Forms

- Refund Request Form
- Schedule of Fees and Charges
- Complaints Handling Form
- Request to Appeal a Decision Form

Handbooks, manuals or other documents

None.

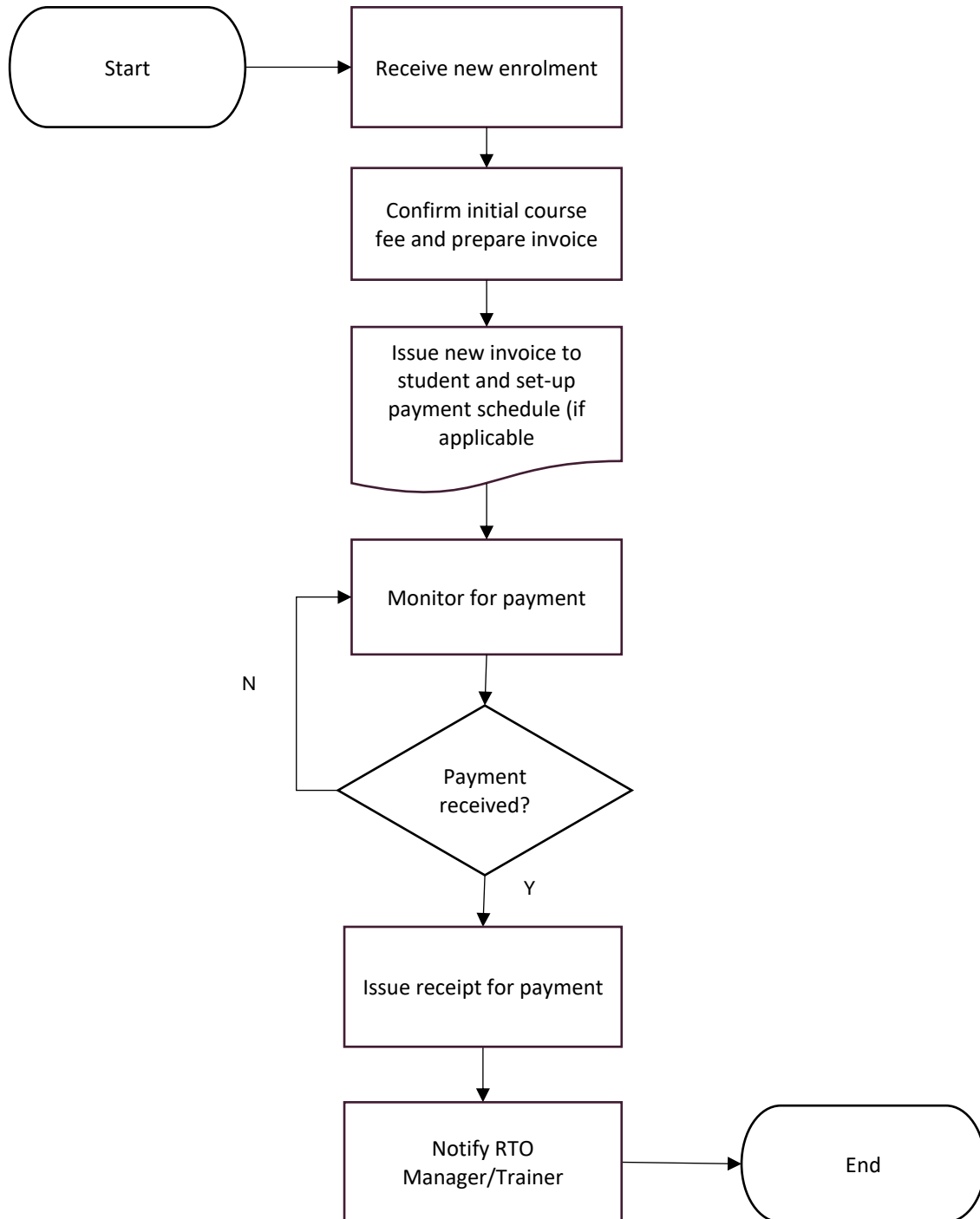


Appendix 1-Fee Schedule

Additional Charges	AUD \$
Application Fee	AUD\$250.00
Credit card surcharge	2.2%
Recognition of prior learning (RPL) per unit	AUD\$350.00
Late Payment Fee - per day after the payment due date (Second Week)	AUD\$50.00
First 3 Attempts	Free
Re-sit Per Unit	AUD\$350.00
Re-assessment due to act of plagiarism or any other form of academic misconduct	AUD\$350.00
Re-issue of Student ID	AUD\$50.00
Student Printing Black and White	20 cents per page
Re-issue of Testamurs/ Record of Results/ Statement of Attainment	AUD\$50.00
Re-enrolment fees (applicable for students reported for non-commencement and students who are re-enrolling in the same course on compassionate grounds)	AUD\$200.00
Accessing Student Records	AUD\$10.00
*Material Fee will be charged as per the course fee schedule.	
We offer enrolment discounts and promotional fees, please contact: finance@iti.edu.au	

7. Flow chart

Invoicing Students Fees



8. Reference(s)

Outcome Standards for RTOs, Standard 2.1 VET students have access to clear and accurate information, including to make informed decisions about the training product and the RTO, and are made aware of changes that affect them. The RTO demonstrates: (c) (iii) any fees and costs payable by the VET student, including payment terms and conditions, refund policies and the availability of any relevant government training entitlements and subsidy arrangements, (d) prior to enrolment or before any fees are required to be paid, written information is provided to the VET student about the agreed training to be provided, the amount of any fees to be paid by the VET student, and the VET student's obligations, (e) how it identifies changes that affect VET students, including transition of superseded, deleted, or expired training products, and informs VET students of these as soon as practicable.

Compliance Standards for RTOs for RTOs, Standard 18. Where fees are prepaid, there are systems in place to ensure refund of these fees if the RTO is unable to deliver the agreed training and assessment.

- (1) **Compliance Standards for RTOs for RTOs, Standard 19.** Where an NVR registered training organisation or third party receives prepaid fees from or on behalf of an individual in excess of \$1500 in relation to the same VET course (the **threshold prepaid fee amount**), the organisation must:
- (a) where the organisation is a government entity or an Australian university – comply with the requirements set out in subsections (2) and (3); or
 - (b) where the organisation is any other NVR registered training organisation – implement one or more of the arrangements set out in subsection (4).

Requirements for government entities and Australian universities

- (2) The NVR registered training organisation must have a policy in place for circumstances where the organisation is unable to provide the services to which the threshold prepaid fee amount relates (**prepaid fee policy**).
- (3) An NVR registered training organisation's prepaid fee policy must specify how an individual who has prepaid will:
- (a) be placed into an equivalent course at a location suitable to the individual and receive all services for which the individual has prepaid at no additional cost to the individual; or

- (b) be refunded the prepaid fees for services yet to be delivered which are in excess of the threshold prepaid fee amount.

Requirements for other NVR registered training organisations

- (4) The NVR registered training organisation must implement one or more of the following arrangements:

- (a) an unconditional financial guarantee from a bank operating in Australia, provided:

- (i) at all times, the guarantee is at least equal to the total amount of prepaid fees held by the organisation in excess of the threshold prepaid fee amount; and
- (ii) the costs of establishing and maintaining the guarantee are met by the organisation.

- (1) Note: For example, where an NVR registered training organisation receives prepaid fees of \$2000 from three individuals (totalling \$6000), the guarantee must be at least equal to \$1500 (i.e. \$500 multiplied by three).

- (b) a current membership with a tuition assurance scheme operator which, if the organisation is unable to provide services for which the individual has prepaid, must ensure:

- (i) the individual will be placed into an equivalent course at a location suitable to the individual and receive all services for which the individual has prepaid at no additional cost to the individual; or
- (ii) if an equivalent course cannot be found – the individual will be refunded the prepaid fees which are in excess of the threshold prepaid fee amount.

- (c) any other fee protection measure approved by the National VET Regulator.

Australian Consumer Protection laws

<https://consumerlaw.gov.au/consumers-and-acl>

ATO GST reference

<https://www.ato.gov.au/law/view/document?DocID=GST/GSTR20011/NAT/ATO/00001andPiT=99991231235958>