



Fees and Charges Policy

Purpose

The purpose of the Fees and Charges Policy is to ensure that the position of Institute of Training and Further Education (iTFE) with regards to fees and charges is clear and that all clients are properly informed of their rights and obligations with regards to fees and charges.

Scope

This policy applies to all fees and charges levied by iTFE for the provision of training and assessment services, including students undertaking training under Government Funded Training Contracts and students and clients paying full fees.

Policy

iTFE will ensure that all students and clients of iTFE are made aware of the applicable fees and charges prior to accepting a student/s for enrolment through the provision of appropriate documentation in either hard copy or electronically. iTFE advises of its fees and charges in course promotional materials, on the iTFE website, at the time of the student pre-enrolment interview and on the iTFE Enrolment Form.

Payment arrangements are aligned to courses and may vary depending upon factors such as length of course, student cohort, government contract guidelines etc.

Students (and/or their employers) engaged in training that is funded by State or Commonwealth Government programs (government funded courses), will be made aware prior to enrolment where possible or, at the latest, at the time of enrolment of the funding that is provided by the Government and of any additional fees applicable such as materials fees.

Trainees (or their employer) employed under a training contract may be required to pay fee-for-service if not eligible for government funding, or where a government contract requires a co-contribution by the student and/or employer (for example, QLD User Choice Program).

This policy should be read in conjunction with the iTFE Refund Policy.

Course Fees

Tuition Fees

Tuition fees are the fees levied to cover the delivery of training and assessments services.

Tuition Fees are non-transferable to other students or other institutions.

A Tuition Fee payment plan may be granted to students in some circumstances.

Material Charges

Fees and charges may include material charges to cover learning resources essential for the course including: uniform garments mandatory in some programs (e.g. Patisserie and Hairdressing), equipment and consumables that are used by students during the course and text books.

Other Additional Fees and Charges

Additional charges may also apply including: charges for certificate re-issue, Recognition of Prior Learning (RPL) Applications and provision of printed learning resources.

Students and clients are advised prior to and at the time of enrolment of any additional material and/or resource charges that may apply, based on their individual program.



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Resource/ materials charges are only refundable if the student cancels the enrolment prior to commencement of training and where the student has not taken possession of the items.

Any equipment/property purchased either separately by the student or paid for as part of materials fees becomes the property of the student.

Payment Arrangements

Irrespective of the availability and receipt of government subsidies by an employer, school or student, it is a requirement of iTFE that where tuition fees or other charges are applicable, these must be paid by the specified due dates on the tax invoice and paid in Australian dollars. Payment can generally be made by EFTPOS, direct bank deposit, credit card (a surcharge may apply) bank cheque or personal cheque.

Non-Payment of Fees

If a student/employer fails to pay all fees and charges by the due date the student/employer is deemed to be an iTFE debtor. Failure to pay the debt within 14 days of the original due date may result in any or all of the following, until the full amount is paid:

- Suspension of the student from attending or participating in the course;
- Loss of access to the iTFE resources, computer systems or online course;
- Inability to graduate;
- Termination of the enrolment; and
- Report of a breach of a Training Contract (students under a Training Contract as part of a government funded course).

Enrolment Fees and Tuition Fees -Traineeships

Enrolment Fees and Tuition Fees which apply to Australian Apprenticeship Training Contracts (including Traineeship) are calculated in line with State Government Contract Guidelines. These fees are invoiced to the student and/or employer after the training contract has been registered and training has commenced.

Full or Part-Fee Exemption/Concession

A full or part-fee exemption/concession is applied in accordance with each State's funding guidelines. Whilst fee exemption/concessions vary in each State, eligibility may apply to the following individuals:

- Holders of a current Commonwealth Health Care Card or Pension Card
- Veteran's Gold Card
- Other Centrelink benefit recipients (State variations)
- Aboriginal and Torres Strait Islanders (State variations).

Concessions may also apply to the dependent spouse or dependent child of a card holder.



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Policy Review

Date	Version	Revision description
6/2/2018	V2018.01	Initial implementation of policy
29/10/19	V2019.01	Review and update

Policy Owner: General Manager

Version No: V2019.01

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Review Due To:

Next Review Due: June 2020
