

# Fee, Charges and Refund Policy

## Purpose

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This policy outlines the approach taken by ITFE on the issuance of fees, charges and refunds concerning Government subsidised and fee for service courses.

## Overview

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The implementation of this policy ensures that all ITFE students, or parties making payment on the student's behalf, are aware of the fees and charges associated with enrolment in a course and/or service prior to enrolment. This policy also provides the guidelines for the eligibility and assessment of refunds.

## Scope

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This policy applies to the RTO Manager and Administration Manager, Account Managers and Business Development Consultants.

## Policy

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### 1. Information about Fees

All potential students/employers enquiring about enrolling in a course at ITFE are advised of all associated fees and charges prior to acceptance for training. Information can be found on the ITFE website.

In addition, information provided to each student/employer includes:

- The total amount of all fees including course fees, administration fees, resource fees, amenities fees and any other charges;
- Any Government subsidies or contributions
- Payment terms, including the timing and amount of fees to be paid and administration fees;
- Any additional services such as Working with Children Checks which may be a pre-requisite for vocational placement and employment in certain occupations;
- Access to this Fees, Charges and Refunds Policy.

Credit transfer evidence must be submitted within 2 weeks of enrolment application.

Proof of concession must be provided on the day of enrolment or prior to the commencement of training otherwise the non-concession tuition rate will apply.

For Traineeship enrolments only: If additional Trainer visits are required, above the allocated number of visits over the duration of training, there may be a \$150 fee for each additional visit.

Should a student not attend a prearranged trainer visit, there may be a \$150 fee plus travel costs for

such visit.

Full payment is required to receive your qualification/statement of attainment.

Students accessing any government funding entitlement that may reduce their ability to access such funding in the future (such as arrangements that limit funding to one qualification for a person), are provided with this information prior to enrolment.

Students seeking to enrol with ITFE must read and understand this Fees, Charges and Refunds Policy before signing their enrolment form.

ITFE does not accept more than \$1500 of pre-paid fees in one payment.

## **2. Statement of Fees**

All students/employers receive a statement of fees at the time of enrolment which outlines the total course fees, payment terms and schedule of fees. The statement of fees is designed to provide clear and concise information to the student about applicable fees and charges and provide options for payment.

The student acceptance declaration provided on the enrolment form is seen to be an acceptance of all fees and charges associated with the student's enrolment.

The actual fee per hour or per unit charged to each eligible participant for government subsidised training will be reported via VETtrak.

NOTE: There may be instances where other parties pay all or some fees and charges, such as an employer. In this case, the student will still receive a Statement of Fees indicating this.

## **3. Terms and methods of payment**

Individuals can elect to make full payment at the time of their enrolment and will be issued with a receipt at the time of payment.

A minimum deposit must be made if the individual has decided to continue with their enrolment. This amount is stipulated on the Statement of Fees.

Individuals electing to make the minimum payment must enter into a repayment plan, ensure all fee payments are recorded and agreed to as per the payment terms on the statement of fees.

ITFE accepts the following methods of payment – cheque, money order, credit card, and direct bank transfer.

In circumstances where an employer is responsible for paying an individual student fee, an authority to invoice from the employer must be presented at the time of enrolment. For group enrolments when more than one student is enrolling into the program a Service Agreement will be in place and fees and charges will be charged directly to the employer.

### **Full refund**

iTFE will refund all course money, less the enrolment fee, if a student withdraws from the course 7 days before a course commences.

In the event of an iTFE default, iTFE will refund all the course money for that part of the course that has not yet been delivered within a period of fourteen (14) days after the default day if;

- the course does not start within a reasonable time; or
- the course ceases to be provided to the student at the location at any time after it starts and before its completion; or
- the course is not provided in full because a condition has been imposed on the registration of iTFE and the student has not withdrawn before the occurrence of any one of the events stated above; or
- the student may be offered an alternative course at similar value at iTFE at no extra cost. We will ask the student to sign a document to confirm his/her acceptance of the placement in another course.

### **Partial Refund (Fee for Service courses only)**

Note: Partial refund is not paid for Government subsidised courses.

iTFE will refund the balance of paid tuition fees for training not yet delivered to a student or intending student within four (4) weeks of receipt of a written claim in relation to a course if;

- a student withdraws from a course after a course commences because of exceptional and extenuating circumstances of a compassionate nature such as death or severe illness in the immediate family.

### **Enrolment Fee**

An enrolment fee of \$500 is charged whether the course is Government subsidised or it is Fee for Service.

In the event that a student cancels their enrolment prior to their enrolment being processed by iTFE, no cancellation fee shall apply.

Where a student's enrolment has been processed and finalised, a cancellation fee of \$200 applies.

Where a student has commenced their course, the enrolment fee of \$500 is not refundable.

### **No Refund**

iTFE will not refund course money if;

- a student withdraws from the course after the commencement of course, or
- a student obtained an offer to a course at iTFE on the basis of fraudulent documents. iTFE reserves the right to retain the Tuition Fee paid on the commencement.

### **Claiming a Refund**

- All requests for refunds must be made in writing and emailed to [info@itfe.edu.au](mailto:info@itfe.edu.au)
- The request must identify the reason for the refund and must include supporting documentation according to the circumstances such as; proof of exceptional and extenuating circumstances affecting a close family member.

- iTFE will process refunds within four (4) weeks of receiving a written request from a student. The date of notification of the request for a refund is from the date the request for a refund is received at iTFE.
- iTFE pay all refunds by electronic funds transfer in Australian dollars to the student's bank account within Australia.
- iTFE will not make any split payments to two or more parties.

### Appeals Process

A student who is refused a refund under iTFE Refund Policy may appeal within seven (7) days in writing to the CEO whose decision will be final.

iTFE's dispute resolution processes do not circumscribe the student's right to pursue other legal remedies.

### Student Rights

This policy and the availability of complaints and appeals process does not remove the right of the student to take action under Australia's consumer protection laws [www.consumerlaw.gov.au](http://www.consumerlaw.gov.au)

### Document Control

<b>Document Number:</b>	PP007	<b>Developed by:</b>	Compliance Manager, Deb Defina
<b>Policy Owner:</b>	Chief Executive Officer	<b>Approver Name &amp; Role:</b>	Craig McGrath, CEO
<b>Evidence of Approval:</b>	Email	<b>Electronic Record:</b>	I:\iTFE\ITFE Quality Framework\Policies, Forms, Checklists - Staff access
<b>Version No:</b>	V2023.01	<b>Review Due To:</b>	Due for review
<b>Date Approved:</b>	27/02/2023	<b>Next Review Due:</b>	27/02/2023
<b>Compliance/Standard Reference</b>	Standards for Registered Training Organisations 2015: Clauses 5.3		

### Revision Record:

Date	Version	Revision description
27/02/2023	V2023.01	Updated Full Refund to state – 'less enrolment fee'. Added no cancellation fee where the student cancels prior to enrolment being processed. Adjusted statement from a course not starting to 'within a reasonable time'. Added 'the student may be offered an alternative course at similar value'. Changed General Manager reference to CEO.