Fee, Charges and Refund Policy – PP007

Purpose

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

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 the enrolment in a course and/or service prior to enrolment. This policy also provides guidelines for the eligibility and assessment of refunds.

Scope

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

Policy

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 – Schedule of Fees, which is updated regularly to align with current iTFE fees and funding contractual fees.

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

- The total amount of all fees including course fees, enrolment fees, resource fees, amenities fees and any other charges as applicable.
- 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 prerequisite for vocational placement and employment for certain occupations.
- Access to this Fees, Charges and Refunds Policy.

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. This does not apply where fees are paid by the employer/or other third party on behalf of the student and where a commercial Service Agreement is in place.

1.1. Concession Fees

Concession fees are available for specific state subsided training programs. Detailed information about these fees can be found in the Fees section of each program on iTFE's website. Eligibility criteria for concession fees may differ for each funding contract.

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.

1.2. Fee Exemption and Waivers

Students that are enrolled in or that are enrolling into a course funded by a state department, where the funding contract allows for fee waivers, can apply to iTFE for their fees to be waived.

Students must be able to demonstrate severe financial hardship to be eligible for a fee waiver.

Demonstration of severe financial hardship includes the following three criteria:

1. The student's income must not exceed the Department for Human Services income thresholds for the low-income health care card.
2. The student does not have the disposable income to pay their course fees via installments without compromising their ability to meet their basic living needs or those of their dependents.
3. There is no basis for concluding that the student's financial circumstances are likely to change within a reasonable period (12 months)

Addition information for Fee exemptions applicable to ACT Australian Apprenticeships- AAs (user choice)

AAs may be exempt from paying fees in certain circumstances. iTFE will not

charge tuition fees from students where:

1. The employer is the training provider for its own AA or
2. The AA leaves one employer and recommences within 12 months with another employer, choosing to continue the training with iTFE for the same qualification or
3. The AA is required to go to a different training provider because of a change in the RTO process or
4. The student is an ASBA, and the school provides the training

Where iTFE determine that student is eligible for fee concession during the enrolment process the enrolment officer is required to complete APPLICATION FOR FEE CONCESSION REIMBURSEMENT Form and send the completed form to skills@act.gov.au

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 [Student Management System].

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 be advised of this in the Statement of Fees provided at enrolment.

3. Terms and methods of payment

The standard terms and payment schedule include an enrolment fee which is payable at enrolment.

Individuals must make full payment at the time of their enrolment (up to $1500 pre-paid fees with the balance in installment as applicable) and will be issued with a receipt at the time of payment.

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.

Employers must pay standard fees and charges regardless of student eligibility for concession /Fee exemption based on the state funding contract.

Credit Transfer (CT)

Credit Transfer evidence must be submitted within 2 weeks of enrolment application. Students will not be charged course fees for units of competence that are awarded a credit transfer outcome.

Recognition of Prior Learning (RPL)

RPL Fees iTFE charges $250 for each unit of competency for an RPL service. Fee waivers may be granted at the discretion of the Chief Executive Officer.

Certificates

iTFE reserves the right to withhold a Certificate or Statement of Attainment from students until all outstanding fees have been paid in full and/or required completion documents from employers have been provided.

Enrolment Fee

An enrolment fee (Refer to the Fees Schedule at Forms, Policies & Procedures - iTFE) is payable for all courses (Funded and Fee for Service programs) and is subject to change based on individual circumstances at enrolment or where there is a commercial Service Agreement in place.

The enrolment fee covers the administration costs of processing the enrolment and is non-refundable.

For Queensland Student Only

For students eligible for traineeships under Queensland State Government funding, iTFE is required to collect a Co-contribution fee (see amount listed above in the Fee Schedule).

This may be paid by the student or by a 3rd party. iTFE will charge 30% of the fees upfront, and the remaining 70% at 3 months after course commencement. For non-funded students iTFE charge an Enrolment Fee on Fee for Service training, this covers administrative costs to process enrolments and is non-refundable (for more information, refer to our Fees and Refunds Policy).

Full refund

iTFE will refund all course money, minus the enrolment fee, if a student withdraws from the course after it has commenced.

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, payment will be made 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.

No Refund

iTFE will not refund enrolment fee 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.

Claiming a Refund

- All requests for refunds must be made in writing and emailed to srto@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 student and/or 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.

Non-Payment of Fees

- iTFE will endeavour to assist where mutually agreed delayed payments may be required.
- Non-payment of fees beyond arrangements agreed upon by both parties will result in termination of training services.

Additional Fees/ Charges		
Enrolment Fee	The enrolment fee is charged on acceptance of enrolment and covers administrative costs. It is non-refundable.	Refer to the Fees Schedule at Forms, Policies & Procedures - iTFE
Course Extension Fee	Where a training program has exceeded the pre-determined [agreed] completion date and an extension is required, a fee for service charge will be applied monthly until the course is completed.	$250.00 (per month)
RPL	Applicants seeking Recognition of Prior Learning (RPL) will incur an additional fee for service charge per unit.	$250.00
Qualification Certificate / Statement of Attainment Reprints (hard copy only)	Replacement/additional copies of certificates/statements of attainment may incur a cost per certificate.	$25.00

Appeals Process

A student who is refused a refund under the 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

Document Control

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Policy Owner:	Chief Executive Officer	Approver Name & Role:	Craig McGrath, CEO
Evidence of Approval:	Email	Electronic Record:	I:\iTFE\iTFE Quality Framework\Policies, Forms, Checklists - Staff access
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Compliance/Standard Reference	Revised Standards for Registered Training Organisations-Outcome Standards 2.1 and state funding Contract Fee guidelines – VIC-ACT-NSW- SA-TAS-QLD		

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.
07/02/2024	V2024.01	Included section – nonpayment of fees.
18/04/2024	V2024.02	Included a table of fees. Additional information to clarify the maximum of $1500 payment by students. Differentiated Funded and Fee for Service.
29/01/2025	V2025-03	Updated information about Concession and Fee Waivers Clarity around CT, RPL payment and release of certificate /SOA Removed the payment plan details and additional payment requirement for trainer's workplace visit To claim refund added new inbox Added the course fee range. Re moved standard course fee as$500
16/06/2025	V2025.04	Updated certificate replacement fees. Updated: An enrolment fee (Refer to the Fees Schedule at Forms, Policies & Procedures - iTFE) is payable for all courses (Funded and Fee for Service programs) and is subject to change based on individual circumstances at enrolment or where there is a commercial Service Agreement in place. To align with Skills First requirements.

29/10/2025	V2025.05	Added updated Queensland requirement to charge no more than 30% of fees upfront, and so changed Refer to the Fees Schedule at Forms, Policies & Procedures - iTFE statements as the range of $350-$1,000 no longer accurate due to the QLD upfront fee can be a lessor amount. Removed reference to Business Development Consultant, as this role no longer exists