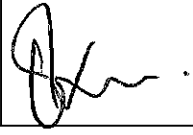
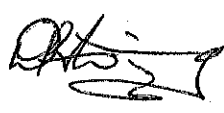


## Fees and Charges Policy

Policy number	P-15		
Version number	V4.0		
Drafted by	Veronica Kioria		
Responsible person, CEO	Veronica Kioria	Signature 	Date: 29/7/19
Approved by the Board:			
On behalf of the Board	David Ling President	Signature 	Date: 09/08/2019
Scheduled review date	December 2021		

### Basic Beliefs/Purpose

To ensure that Diamond Valley Learning Centre (DVLC) recovers expenses incurred for educational and recreational programs by way of a fee. Expenses include trainer/assessors, teacher and tutor's fees, materials and amenities provided.

### Scope

This policy applies to management, the Board and all staff members involved in the management and administration of student fees.

### Policy Guidelines

DVLC charges a range of fees for educational services including tuition fees, concession fees, service & amenities fees, materials fees, and RPL fees. DVLC publishes fee information for all courses on its website, including a Schedule of Fees for nationally recognised training delivered under the Skills First Program. During the enrolment process, all students are presented with a Statement of Fees or an invoice which itemises their fees and charges.

### Payment of Fees

- All students will be charged a tuition fee, unless otherwise exempt
- An initial \$50 deposit of the tuition fee will be paid at enrolment, the balance to be paid on an agreed payment plan
- DVLC will only accept payment of up to \$1000 from each individual student at the commencement of the course
- After course commencement, students will be required to pay the balance of the fees such that any given time, the total amount required to be paid which is attributable to tuition or other services yet to be delivered to the student does not exceed \$1500

- Invoices and / or a statement of fees will be issued outlining the components of the fees and payments required
- DVLC will not accept tuition fee or other services payments of more than \$1500 at any one time
- All tuition fees must be paid in full prior to awarding of any certificate or qualification unless otherwise approved by the Chief Executive Officer (CEO)
- Statements of Attainment will be provided only for units that have been delivered, assessed and duly paid for, unless otherwise approved by the CEO
- Fees charged for Recognition of Prior Learning (RPL) will be determined as stated in the Recognition of Prior Learning Policy

#### **Charges for Additional Services**

- Students will be required to pay AUD\$35.00 for each replacement testamur or statement of attainment
- Students will be charged \$0.25 per sheet for black & white and \$0.50 for colour printing of extra printing outside of what has been provided
- RPL charges will be calculated as per unit of competency nominal hours where the total cost of the course will be divided by the total nominal hours to get the charges for each unit and RPL fee then applied. (Example: Course Cost = 3000, Total course nominal hours = 500, RPL unit nominal hours = 75. Total RPL charges =  $3000/500 \times 75 = \$450$ ).

#### **Financial Difficulties**

Requests to have fees waived must be made in writing to the Accounts and Finance Manager and will be assessed on a case-by-case basis.

#### **Payment Plans for Vocational courses**

Students who are unable to pay the full amount prior at commencement have the opportunity to enter a payment plan. This is an agreement between the student and DVLC to complete all payments within a maximum of four instalments. The student must agree to sign the payment plan outlining the amount, frequency and dates of the payments.

- Three copies of the payment plan agreement must be made: one each for the student, the student file and the payment folder
- Payment Plans are to be filed in reference to the month the payment is due
- Once fully paid the payment plan is signed off and student notified by way of invoice and the completed payment plan and copy of paid invoice is placed in student file
- It is the responsibility of the Front Office Manager to check this folder on a weekly basis and send out an SMS message 2 days prior to the payment due date and then recorded appropriately

#### **Receipts of Fees**

Payments for tuition fees and any other course related services costs and charges are payable as outlined in this document. Payment methods accepted and payment terms set by DVLC are as follows:

- Cash
- Credit Card,
- Cheque,
- Direct funds transfer

All payments are receipted and recorded in the Student Management System. An invoice will be raised and forwarded to the student by mail/fax/personally or email.

#### **Unpaid Fees**

Victorian Certificate of Applied Learning (VCAL) students will be invoiced through Xero for unpaid fees. All other unpaid fees will be managed according to the Debt Collection Policy.

#### **Refunds**

Refunds are subject to the conditions listed in the Fees Refund Policy.

### **Related Policies**

P-29 Financial Management Policy  
P-36 Enrolment Process Policy and Procedure  
P-33 Fraud Prevention Policy  
P-42 Consumer Protection Policy  
P-46 Fees Refund Policy  
P-47 Debt Collection Policy

### **Related Documents**

Skills First Quality Charter  
Schedule of Fees  
Statement of Fees  
Refund Application form  
Payment Plan template

### **Legislation**

A New Tax System (Goods & Services Tax) Act 1999  
Competition and Consumer Act 2010  
Education and Training Reform Act 2006 (Vic)

### **Mapping Information**

AQTF Condition 5  
AQTF Standards 2.3 and 3  
VRQA Guideline 1.2, 1.3, 2.5