



P-15	Fees and Charges Policy
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Purpose

This policy outlines the framework for setting fees at Diamond Valley Learning Centre (DVLC) to allow the recovery of expenses incurred in educational programs. Expense items include trainer/assessors, tutors, program equipment and resources, student materials and overheads.

Scope

This policy applies to the Board and DVLC staff, especially the Chief Executive Officer (CEO) and Training Manager, and those involved in the management and administration of student fees.

Definitions

Term	Definition
ACFE Board	A statutory body which promotes adult learning in Victoria through not for profit community organisations. The Board channels Victorian government funding for pre-accredited short courses that support learners to: <ul style="list-style-type: none">• return to study;• improve their core skills (literacy, numeracy, English language, employability, digital skills);• gain a qualification;• broaden their employment options; or• learn new skills.
Credit transfer	Recognition that a student has previously completed a unit of competency that is part of their current training program. Recognition can only be given where the unit codes and unit titles are identical.
Concession fee	A reduced fee which is made available to holders of a Health Care Card or Pensioner Concession Card and their dependents, and to holders of a Veterans Gold Card.
Fee waiver or exemption	A partial or full release from a tuition fee payment. This may result from funding eligibility conditions set by the Victorian government, or fee support offered by DVLC after a financial hardship application.

Term	Definition
Payment plan	An agreement by a student to complete all payments owed to DVLC in a maximum of four instalments. The plan outlines the amounts, frequency and dates of each payment, and must be signed by the student. Payment plans are administered by front office staff who will record all payments and issue invoices or reminders as required.
Recognition of Prior Learning (RPL)	Recognition of Prior Learning (RPL) is a method of individual competency-based assessment undertaken by qualified assessors to identify the training required to fill gaps in a person's knowledge and skills to meet the requirements specified in a training package.
VET	Vocational Education and Training.

Policy Guidelines

DVLC offers a range of training and educational programs and aims to keep fees and charges as low as possible to ensure that courses remain accessible. Some courses offered at DVLC are subsidised through the Victorian government (ACFE Board short courses and Skills First funded VET courses). For subsidised courses, fee setting and collection occurs in compliance with the relevant Guidelines About Fees (VET courses) or the Pre Accredited Training Delivery Guide (pre accredited short courses).

DVLC publishes fee information for all courses on its website. Fees and charges may include a range of fees such as an enrolment fee, tuition fee, materials fee, amenity fee, and administration fee. Other charges related to education services may be levied, such as Recognition of Prior Learning (RPL) fees, replacement certificate fees, and excursion fees. The enrolment fee is non-refundable and non-transferable, unless DVLC has cancelled the course. DVLC does not charge for the credit transfer of a unit of competency. VET students are provided with a Statement of Fees which itemises the fees and charges to be levied.

Concession fees

DVLC offers concession fees for subsidised pre-accredited courses and accredited courses at Certificate IV level or below for holders of a Commonwealth Health Care Card, Pensioner Concession Card or Veteran's Gold Card. Concession fees are also available to the dependent spouse and a dependent child of a cardholder with a Health Care Card or Pensioner Concession Card. To access the reduced fee, students must present a current and valid concession card at enrolment or within two weeks of course commencement.

From time to time concession fees may apply to eligible students in Skills First funded courses, who meet the requirements of specific government training initiatives. DVLC will provide students with specific eligibility information through the DVLC website or at enrolment. Additional documentation may be required to confirm eligibility.

Fee waivers and exemptions

Fee waivers or exemptions may be available for Skills First funded courses, based on eligibility conditions. DVLC will provide students with eligibility information through the DVLC website or at enrolment. Additional documentation may be required to confirm eligibility.

Fee assistance

Students experiencing financial difficulties should apply in confidence and in writing to the CEO or Training Manager for tuition fee assistance. Requests for fee discounts or waivers will be assessed on a case-by-case basis and may require confirmation of financial hardship.

Fee collection

Fees are due at enrolment. Students will be provided with an itemised statement of fees (VET courses) or an invoice (where fees have not been paid in full at enrolment).

Students who cannot pay their fees in full in advance are encouraged to enter a payment plan agreement. The agreement requires an initial deposit at enrolment, with the balance to be paid within a maximum of four instalments. The payment plan will clearly identify the amount, frequency and dates of the payments.

For VET courses where DVLC charges a total fee of more than \$1,000, fees are collected in two or more tranches. DVLC will only accept payment of up to \$1000 in advance of course commencement. Thereafter, payments of up to \$1,500 will be collected in advance of training services yet to be delivered. Further tranches may be required until the balance of fees has been paid. DVLC will provide payment details in the payment plan.

Payment Methods

DVLC accepts payment by cash, credit card, direct bank transfer or internet banking.

All payments are receipted and recorded in the Student Management System. Invoices for outstanding fees will be provided to the student in person, or by email.

Outstanding fees will be notified and collected according to the Debt Collection Policy.

Refunds

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