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Purpose

The purpose of this policy and procedure is to outline Kordon Institute of Technology (KIT)'s approach to managing fees and refunds and to demonstrate how fees paid in advance are protected by Kordon Institute of Technology (KIT).

This complies with Clauses 5.3, 7.3 and Schedule 6 of the Standards.

Definitions

ASQA means Australian Skills Quality Authority, the national VET regulator and the RTO's registering body

Credit means formal recognition of the previous studies a student has completed which reduces the units or modules required to be completed by the student in their course, as per our Credit Policy and Procedures

The Department means the Department of Education and Early Childhood and Development

Materials Fee means an amount that either fully or partly covers the cost of materials for the course

Standards means the Standards for Registered Training Organisations (RTOs) 2015 from the VET Quality Framework

Tuition Fee means the amount that Kordon Institute of Training (KIT) charges for government funded students under the VTG program for a course based on the rules issued by the Department

VTG Program or **VTG** means the Victorian Training Guarantee program funded by the Department of Education and Early Childhood and Development

Fee Payer means the nominated payer of a student's course fees, usually either the student or the employer paying on behalf of the student.

Policy

1. Information about fees and charges.

Kordon Institute of Technology (KIT) protects the fees that are paid in advance by students.

Kordon Institute of Technology (KIT) does not require a student to ever pay more than \$1500 in advance for services not yet provided, either prior to course commencement or at any stage during their course.

Fees will be paid off during the course in instalments according to a set payment plan as detailed in the relevant agreement with the Fee Payer (*Student Agreement/Employer Agreement*).

2. Fees and refund information

Prospective and current Fee Payers are advised of the fees associated with a course on the relevant *Course Outline* and on the *Student Agreement/Employer Agreement* as relevant. In compliance with Clause 5.3 of the Standards, this is provided prior to enrolment or commencement of training, whichever is first. Fee information includes:

- All relevant fee information including fees that must be paid and payment terms
- Deposits and refund information and conditions relating to these

- The learners rights as a consumer including any cooling off period

Refund information is outlined on the *Student Agreement* and in the *Student Handbook* as well as in the *Employer Agreement*

3. Inclusions in course fees

Unless otherwise specified, course fees include all the training and assessment required for students to achieve the qualification or course in which they are enrolling.

Course fees do not include required text books and learning materials. These are at an additional cost, as outlined on the *Course Outline*. Textbooks can either be purchased from Kordon Institute of Technology (KIT) or external textbook providers as indicated on the *Student Agreement*.

Course fees include the issuance of a testamur and record of results and/or statement of attainment. For additional copies or re-issuing of any of these documents an additional fee is applicable. This fee is currently \$80 per request.

1. Fees and charges for government-funded students under the VTG program

Tuition Fees for VTG government-funded students are set in accordance with the Guidelines about Fees issued by the Department each year. Tuition fees will be based on a set rate per nominal hour in a student's course. Tuition fees may or may not be applicable to a course.

For some courses, a Materials Fee applies which is additional to the Tuition Fees. Students cannot receive their text books until this is paid.

Tuition Fees will not be chargeable for any units that have a Credit applied.

Where a unit is to be completed by RPL, the relevant RPL Tuition Fee applies for the relevant unit/s.

Concession fees apply to Tuition Fees for students enrolled in a Victorian government-funded course where applicable. To be eligible for concession rates, the student must hold a current Commonwealth Health Care Card, Pensioner Concession or Veterans Gold Card at the time of enrolment and provide a copy to our office. Concession fees will be 20% of the normal Tuition Fee. Concession rates cannot be applied to Materials Fees.

The published Tuition Fees for government-funded students are subject to change given individual circumstances at enrolment.

Tuition Fee waivers will be granted to the following individuals:

- A student who is from the Lazarus Transition Centre (as a prisoner within the meaning of the Corrections Act 1986)
- A student who is required to undertake the course pursuant to a community based order made under the Children, Youth and Families Act 2005.
- A student who is referred with a standard Young People Transitioning form Care Referral Form.

Tuition fee waivers as outlined above can only be granted where Kordon Institute of Training (KIT) has the appropriate evidence as required by the Department.

4. Late payments

Students who are experiencing difficulty in paying their fees are invited to call our office to make alternative arrangements for payment during their period of difficulty.

Debts will be referred to a debt collection agency where fees are more than 40 days past due.

Kordon Institute of Technology (KIT) reserves the right to suspend the provision of training and/or other services until fees are brought up to date. Students with long term outstanding accounts may be

withdrawn from their course if payments have not been received and no alternative arrangements for payment have been made.

2. Refunds for self-funded students

Self-funded students who withdraw from a course and wish to seek a refund or have the amount they owe on their fees reduced in consideration of the amount of training they have or have not received, must request this in writing using the Application for Refund Form. The request must outline the details and reason for their request. Students who have not completed a Withdrawal Form are not eligible for consideration of a refund or reduction in fees owed.

Eligibility for a refund will be assessed based on the services provided to the student and the costs incurred by Kordon Institute of Training (KIT) in order to provide those services to the student.

Deposits for self-funded students are non-refundable, except in the unlikely situation where Kordon Institute of Training (KIT) is required to cancel a course due to insufficient numbers or for other unforeseen circumstances. In this case, students will receive a full refund of their deposit.

A full refund of any fees paid will be applicable if a student exercises their right to the cooling off period. If the student has received any materials, the student can either return the un-used text books or the costs for the textbook will be deducted from any refund due.

In the unlikely event that Kordon Institute of Training (KIT) is unable to deliver the course as promised, the student will be issued with a full refund for any portion of the course that was not completed. The refund will be a pro-rated amount per unit that was not able to be delivered.

RPL application fees are non-refundable.

3. Refunds for government-funded students

A full refund will be granted for government-funded students if they cancel their enrolment at least 14 days prior to their course commencing. The cancellation must be notified in writing to our head office.

A full refund will also apply if Kordon Institute of Training (KIT) is required to cancel a course due to insufficient numbers or other unforeseen circumstances.

Government-funded students who withdraw from a course and wish to seek a refund must request this in writing using the *Refund Application Form*. Students who have not completed a *Withdrawal Form* are not eligible for consideration of a refund.

If a government-funded student withdraws and the tuition fees are more than 50 cents per nominal hour, a full refund will apply for any units a student has not participated in.

Refunds will not be provided for materials fees if the student has received any or all course materials.

The outcome of the refund assessment will be provided in writing to the student's registered address, outlining the decision and reasons for the decision along with any applicable refund or adjustment note.

4. Recording and payment of refunds

Refunds will be paid to the person or organisation who made the original payment.

Refund assessments can be appealed following our *Complaints and Appeals Policy and Procedure*.

Records of refund assessments and issuance of refunds will be stored securely on the student's file and in our accounts keeping system.



Document Control

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