

Fees and Charges Policy and Procedure

1. Policy

This policy/procedure provides all staff and clients information on the process for determining fees and charges for all courses provided by Victorian Institute of Education (VIE) and the pre-determined fees allocated for each course.

It also identifies the processes in place to protect the fees paid by students in advance. This includes implementing appropriate fee protection mechanisms for all student fees paid in advance.

It applies to domestic students and international students studying VET courses.

All fees and charges are in line with the ESOS Act 2000 (& Tuition Protection Service) requirements for International Students. VIE has a designated Bank Account for all student fees to be paid. These fees will only be accessed once the student has commenced studies.

2. Student Fee Protection

Victorian Institute of Education protects the fees that are paid in advance by both domestic and international students.

VIE protects student fees with a fair and reasonable refund policy and procedure which is provided to students prior to enrolment. The conditions of the Refund Policy and Procedure are outlined in the relevant International Student Handbook, Written Agreement, and are available upon request at any time.

All refund arrangements and the availability of the complaints and appeals processes, does not remove the client's right to take action under Australia's consumer protection laws, including but not limited to a statutory cooling-off period, if one applies.

- Domestic Students
 - Victorian Institute of Education 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.
- International Students (Offshore/ Onshore)
 - All course fees will be held in a separate bank account that can only be drawn down when the student commences. The course fees are held separately from the day-to-day operating expense accounts, so that if a refund is payable before the student commences, the refund can be made in full and in a timely way without impact on the financial operations of the business or recourse to the tuition protection system.
 - VIE will not *require* an international student or intending overseas student undertaking a course that is more than 25 weeks, to pay more than 50% of the student's total tuition fees for a course before the student has begun the course. While VIE *cannot require* students to pay more than 50 per cent up front, it can *accept* more than 50 per cent of tuition fees before a course starts if the student, or the person responsible for paying the fees, chooses to pay more. Note, however, that where a course is less than 25 weeks, Victorian Institute of Education will require students to pay the full cost of the course prior to course commencement.
 - Victorian Institute of Education pays into the Tuition Protection Service (TPS) provided by the Australian Government

3. Fees and refund information

- Fee information relevant to a course is outlined in detail on the Student Agreement and summarised on the Course Outline as well as Victorian Institute of Education's website. In compliance with Clause 5.3 of the Standards, detailed fee information is provided prior to enrolment or commencement of training/teaching, whichever is first.
- For international students, fee information is always provided prior to enrolment or receipt of payment as per the requirements of the National Code 2018 Standard 2 and 3.
- Fee information provided to domestic and international students includes:
 - All course fees, including both tuition fees and non-tuition fees and the period to which these fees apply
 - Any additional charges that may apply and the circumstances in which they apply
 - The potential for changes to fees over the duration of the course
 - Payment options (including that international students may choose to pay more than 50% tuition fees before their course commences)
- The Student Agreement and the Student Handbook which are provided prior to enrolment, includes this Fees and Refunds Policy and informs the student of their consumer rights. Students are required to sign the Student Agreement in acknowledgement of the terms and conditions of the enrolment and this policy
- Where an employer is paying for a student's course, an Employer Agreement will be provided at the time of enrolment outlining the total fees, payment terms and schedule of payments applicable.
- Students have the right to a 'cooling off period' if they signed up to a course as a result of tele-marketing or door-to-door sales. The cooling off period is 7 days from the date they signed their Agreement. To exercise this right, the student must notify our office in writing within 7 days of enrolment.

4. Course fee Inclusions

Course fees must include all costs associated with studying with VIE and will comprise:

- Application Fee
- Tuition fees
- Materials & equipment fees (Non-Tuition Fees)
- **Application Fee:**
 - All applications to study with VIE will incur an administration fee for the processing and evaluation of an application.
 - This fee is set at: \$200.00
 - This administration fee is non-refundable.
- **Tuition fees include:**
 - All of the training/teaching and assessment required for students to achieve the qualification or course in which they are enrolling within the attempts allowed.
 - Course fees do not include required textbooks and learning materials. These are at an additional cost, as outlined on the Course Outline.
 - Issuance of one set of certification documents including the testamur (certificate) and record of results or transcript for VET students only. A Statement of Attainment (in the case of withdrawal or partial completion).

- **Non-tuition fees include:**

- Digital copy of learning materials
- Additional fees that apply for re-assessment, where a student fails to achieve a satisfactory outcome after two attempts at an assessment task
- Re-issuance or additional copies of certification documents will attract a fee of \$80.00 per document.
- Fees for deferral of study, late payment of tuition fees, or other circumstances in which additional fees may apply.

- **Otherwise course fees (tuition or non-tuition) do not include:**

- Any optional textbooks and materials that may be recommended but not required to complete a course
- Stationery such as paper and pens
- Uniform (if required for placement)
- Overseas Student Health Cover
- Airport pick ups
- Excursions
- Re-assessment if required, as outlined above
- Direct debit setup, transaction and dishonour fees (where applicable)
- Credit card payment surcharges.

- Victorian Institute of Education cannot guarantee that students will successfully complete the course in which they enrol regardless of whether all fees due have been paid.

5. **Payments**

- Payments can be accepted by EFTPOS, electronic transfer, credit card or direct debit.
- Credit card payments incur a surcharge of 2.00% per transaction.
- 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.
- Victorian Institute of Education reserves the right to suspend the provision of training/teaching 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.
- International students who do not pay their fees will receive two warnings regarding non-payment of fees and thereafter will be reported to DET via PRISMS under student default.
- Receipts of payments made by international students will be kept for at least 2 years after the person ceases to be an accepted student