

# Fees, Charges and Refunds Policy

## 1 Purpose

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This policy outlines the approach taken by Diversitat on the issuance of fees, charges and refunds.

## 2 Overview

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The implementation of this policy ensures that all Diversitat students are aware of the fees and charges associated with enrolment in a course and/or service prior to enrolment. This policy also provides the guidelines for the eligibility and assessment of refunds.

## 3 Scope

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This policy applies to the Administration Manager.

## 4 Policy

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### Information about Fees

All potential students enquiring about enrolling in a course at Diversitat are advised of all associated fees and charges before they submit their application. This information can be found in the Course Brochure, in the Student Handbook and on the Diversitat website.

The information provided to each student includes:

- The total amount of all fees including course fees, co-contribution fees, administration fees, resource fees, amenities fees and any other charges;
- 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 pre-requisite for vocational placement and employment in certain occupations;
- Access to this Fees, Charges and Refunds Policy.

Credit transfer evidence must be submitted within 2 weeks of enrolment application or the student will be charged tuition for those units for Fee For service (FFS) students only.

Proof of concession must be provided within 14 days of enrolment application otherwise the non-concession rate will apply.

For Traineeship enrolments only: If additional Trainer visits are required, above the allocated number of visits over the duration of training, there will be a \$150 fee for each additional visit.

Full payment is required to receive your qualification/statement of attainment.

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 this information prior to enrolment.

Students seeking to enrol with Diversitat must read and understand this Fees, Charges and Refunds Policy before signing their enrolment form.

## Statement of Fees

All students receive a statement of fees at the time of enrolment which outlines the total course fees, co--contribution 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 agreement 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.

## Terms and methods of payment

Fees are to be paid within (14) days of receipt of an invoice, unless the payee has elected to pay according to a direct debit payment schedule which has been approved by Diversitat. The terms of all invoices are fourteen (14) days.

Diversitat accepts the following methods of payment – cheque, money order, credit card, direct debit 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.

### Direct Debit:

- Where the student has indicated on their payment agreement that fees are to be paid by direct debit, this option is only valid where the form is accompanied by a Direct Debit Request Form. The form must be appropriately and accurately completed and in line with the approved direct debit payment schedules. Where a Direct Debit Request Form has not been provided, the payee will be issued with an invoice which is to be paid within fourteen (14) days. It is the payee's responsibility to ensure that Diversitat receives an accurate and completed Direct Debit Request Form in order to take up the direct debit payment option;
- Direct debit request forms must indicate payment terms according to one of the approved direct debit payment schedules provided on the payment agreement;
- Where a default occurs in direct debit payments due to insufficient funds or otherwise, Diversitat will contact the payee to make alternative arrangements for payment. Diversitat reserves the right to refuse a payee the option to pay by direct debit where there have been 2 or more defaults on payment during a direct debit term.

### Credit Card Payments

- Credit card payments can be made over the phone or face to face at any of the Diversitat offices.

## Late payment

Where a student is more than forty (40) days overdue with payments, Diversitat reserves the right to suspend training services until payment is made to bring fees up to date.

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.

For long-term outstanding amounts, Diversitat utilises the services of a debt recovery agency to ensure the collection of all fees.

## Refunds

### Withdrawals:

- Should a student withdraw from a course, they will not receive an automatic refund of fees. It is the student's responsibility to complete, sign and return a Withdrawal/Cancellation form. Fee refunds may take up to 30 days from date of application;
- If a student cancels or withdraws within four weeks of course commencement, there is a non-refundable administration fee of \$350 or 20% of the non-concession rate;
- If a student withdraws four weeks after course commencement, they will be liable for the full course fees, payable within 30 days. If extenuating circumstances apply, fees will be reviewed and may be adjusted at our discretion;
- If a student's enrolment suspension is approved, they will be liable for the full/outstanding course fees payable within 30 days;
- If you withdraw from your course, you will be liable for all outstanding fees plus \$30 for each learner guide received;

### Cancellation/Adjustment:

- Diversitat Training reserves the right to adjust, cancel or postpone classes/courses if necessary. For example, classes/courses may be cancelled or postponed if insufficient numbers of students are enrolled;
- A full refund of fees is payable if classes/ courses are cancelled by Diversitat Training unless alternative arrangements, acceptable to the student are made. Fee Refunds may take up to 30 days from date of application.

## 5 Associated Documents

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- Access, Equity and Anti-Discrimination Policy
- Pre-Enrolment and Student Support Policy
- Invoice work instructions – Courses, Traineeships and FOCS

## 6 Responsibilities and Publishing Details

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