



Pol-009 Fees and Charges Policy and Procedure

Purpose of the policy:

The intent of this Policy and Procedure is to address and provide clarity and transparency with respect to the administration, adjustments and the collection of fees at Canberra Valley Institute. In accordance with the Standard 7.3 of SRT0 (2015), RTOs registered on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) must satisfy both the requirements of this clause and of the Tuition Protection Service (TPS) under the Education Services for Overseas Students Act 2000. The ESOS Act stipulates that not more than 50% of the fees for an overseas student be prepaid. This applies even if 50% of the course fees would be less than the threshold prepaid fee amount.

Scope

This policy applies to:

- Canberra Valley Institute Campuses
- Students
- Management Staff

Definitions:

Course: A program of study leading to a qualification or an award. A course may comprise of units or modules

Enrolment Period: Means the total duration of one or more courses/studies leading to the principal course of study for which a student is enrolled with Canberra Valley Institute

Study Period means an academic term within a course. Usually, there are four study periods in a year Fees: Includes all fees, fines and charges payable as specified in the Schedule of Fees

Pre-paid Tuition Fees: Tuition fees paid in advance prior to commencement of the course or a study period

Principal Course of Study: Means the main or the final course of study to be undertaken by an overseas student where a student visa has been issued for multiple courses of study International Students: All those students who are on either on a student visa or a temporary visa that allows them to undertake formal studies in Australia

TPS: Tuition Protection Scheme (enacted on 20th of March 2012 as part of the Government's second phase response to the Baird Review) replacing Tuition Assurance Scheme and ESOS Assurance Fund

Responsibilities

- Admission officer
- CEO

Policy Statement:

This document sets out a policy for collecting and managing student fees. It also addresses changes to the Education Services for Overseas Students Act 2000 commencing 1 July 2012. Related policy and procedure to this document is Fee Refund Policy and Procedure

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Related Procedure

1. Canberra Valley Institute will set out its course tuition and other fees, in the Schedule of Fees, which will be reviewed annually and published in the relevant marketing materials or other publications including college's website.
2. The tuition fees are set for a complete course and cannot be charged, calculated or broken up on a unit basis.
3. The tuition fees will be charged according to a student's enrolment periods. Study periods will be clearly defined in student's Letter of Offer and Student Agreement.
4. Canberra Valley Institute will list and provide complete information on the total amount of all fees including course tuition fees, administration fees, materials fees and any other charges to all the prospective students prior to enrolment and include them in the Student Agreement (written agreement). The information shall include; All tuition fees payable by the student for the course, the periods to which those tuition fees relate and payment options; Any non-tuition fees the student may incur, including as a result of having their study outcomes reassessed, deferral of study, fees for late payment of tuition fees, or other circumstances in which additional fees may apply; and Amounts that may or may not be repaid to the overseas student (including any tuition and non-tuition fees collected by education agents on behalf of the registered provider).
5. Canberra Valley Institute will articulate and provide information on payment terms, including the timing and amount of fees to be paid, any non-refundable deposit/administration fee, security of pre-paid fees, and the fees and charges for additional services to all the prospective students prior to enrolment and include them in the Student Agreement. In addition, students will be advised; That they are responsible for keeping a copy of the written agreement as supplied by Canberra Valley Institute, and receipts of any payments of tuition fees or non-tuition fees; That they may choose to pay more than 50% of their tuition fees before their course commences; Information on Canberra Valley Institute's fee refund and protection mechanisms (e.g. TPS); Processes for claiming a refund;
6. Canberra Valley Institute will provide all the prospective students with a copy of its Fee Refund Policy as part of enrolment process and always make a copy of the policy available on its website.
7. Pre-paid Tuition Fees
 - 7.1 Canberra Valley Institute shall determine pre-paid fees amount/s based on the total tuition fee and other services requested by the prospective students as outlined in the student agreement Canberra Valley Institute shall ensure that the written student agreement is signed by the student prior to accepting or receiving any fees.
 - 7.2 For packaged courses, up to 50% of the fee of the first course of study can be collected as a pre-paid fee.
 - 7.3 Where the RTO requires, either directly or through a third party, a prospective or current learner to prepay fees more than a total of \$1500 (being the threshold prepaid fee amount), the fee will be kept in a separate bank account until the time when the student has commenced. Any pre-paid fee during the enrolment period will not be drawn until an invoice has been raised at least two weeks prior to start of a new term.
 - 7.4 Canberra Valley Institute will keep initial prepaid tuition fees in a designated bank account within 5 business days of receiving them. This account will only be drawn down when the student commences the course.
 - 7.5. Under the provisions of changes to the Education Services for Overseas Students Act 2000 enacted on 20th of March 2012 as part of the Government's second phase response to the Baird Review,

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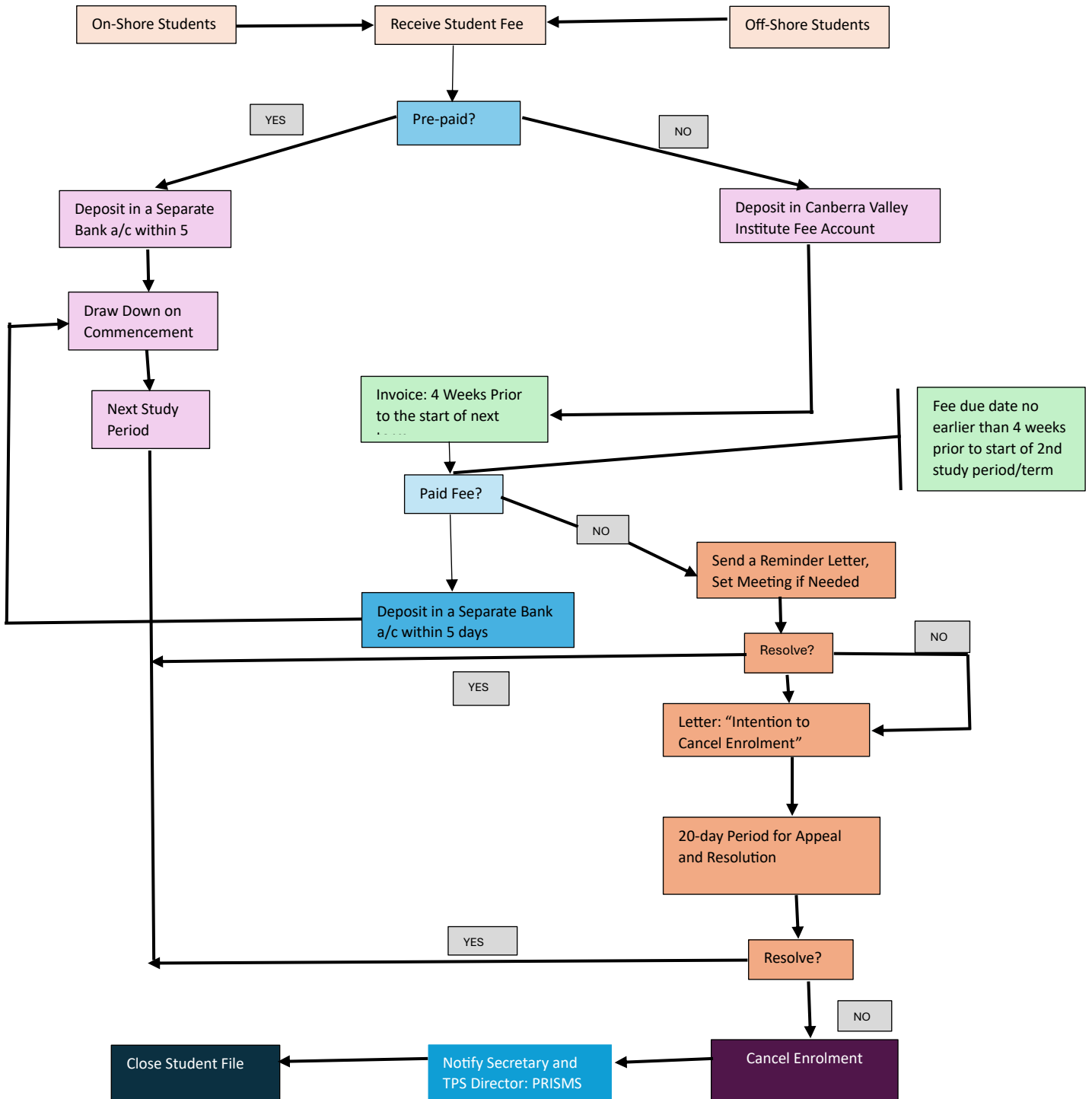


Canberra Valley Institute will contribute annually to TPS and meet the new regulatory requirements.

The Commonwealth Government's Tuition Protection Scheme (TPS) protects fees paid in advance by international students. Further details on the TPS are available at: www.tps.gov.au.

8. Canberra Valley Institute will not require students to pay any further fee prior to four (4) weeks of commencement date of the next study period/term.8.1 Fee invoices and payment reminders will be sent out to the students at least four (4) weeks prior to start of a new study period/term with an appropriate due date according to this policy. If a student voluntarily pays fees earlier than due date, it will be treated according to pre-paid fee provisions set out in this policy (5.4) to enable college to refund any unused tuition fees according to its Fee Refund Policy.
9. Student tuition fees are required to be paid on or before the due date for a study period as notified to students through college's communications including offer letter, invoice, fee-reminder, college's website or any other fee related correspondence.
10. Canberra Valley Institute reserves the right to amend student tuition fees, fines and other charges as it so determines. However, the tuition and other fee(s) which have been agreed with a student at the time of signing the student agreement will not change for the duration of the enrolment and agreement period.
11. Canberra Valley Institute may impose a late payment fee where a student has not paid tuition fees by the advised due date for payment.
12. The enrolment will not be made effective until the required fees have been paid.
13. A fee-paying student who has not paid tuition fees by the advised due date may have the student's enrolment at Canberra Valley Institute cancelled.
14. A student who has outstanding fees owing to Canberra Valley Institute will not be permitted further enrolment (except where any Commonwealth or State legislation or code of practice provides otherwise) and will have their academic results withheld (as such will not be eligible to graduate) until the fee debt is paid in full. Canberra Valley Institute may refund relevant fees to a student in accordance with its Fee Refund Policy and Procedure.
15. A student excluded under a college rule (e.g. disciplinary action) is not entitled to a refund (except where any Commonwealth or State legislation or code of practice provides otherwise).
16. A default is only determined when any complaints and appeals processes are complete, and the student default is confirmed.
17. Canberra Valley Institute will notify the Secretary and TPS Director (via PRISMS) of student fee defaults for which education services are likely to be denied within 5 business days (Once any complaints and appeals processes are complete and the student default is confirmed).
18. The Executive Committee will review and approve all tuition fees for students at Canberra Valley Institute on an annual basis.
19. Responsibilities The Finance Manager is responsible for ensuring that all student fees are collected and maintained as per the provisions of this policy. Any complaints or breaches in relation to this policy should be reported to the Chief Executive Officer in person or via email on

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Development & Approval Information

Policy Author:	Sunil Baby
Policy Owner:	CEO
Approval Body:	Senior Management team
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Key Stakeholders:	CEO Admission officer Consulting Compliance and Business Coach
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