



# **CANBERRA VALLEY INSTITUTE**

## **Document: Fee and Charges Policy and Procedure**

*(Aligned to RTO Standards 2025)*

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### **Fees and Charges Policy and Procedure**

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## 1. Overview

The purpose of this Policy and Procedure is to promote transparency and offer guidance on fee management and adjustments at Canberra Valley Institute (CVI). In accordance with Standard 3 of the RTO (2025), institutions registered on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) must adhere to both this standard and the Tuition Protection Service (TPS) requirements under the Education Services for Overseas Students (ESOS) Act 2000 and the National Code 2018. The ESOS Act states that no more than 50% of course fees for overseas students may be prepaid, even if this amount is below the prepaid fee threshold. Standard 3 also emphasizes clear communication of expectations, including details about fees, learning outcomes, and assessment requirements.

## 2. Scope

This policy applies to:

- All learners studying at Canberra Valley Institute (CVI).
- All staff members at Canberra Valley Institute (CVI)

## 3. Definitions

**Course:** A program of study leading to a qualification or an award. A course may comprise 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 (CVI).

**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 before 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 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.

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## 4. Policy Statement

This document describes the policy for collecting and managing student fees and reflects amendments to the Education Services for Overseas Students Act 2000, effective from July 1, 2012. The related policy and procedure are the Fee Refund Policy and Procedure.

### 4.1 Related Procedure

- Canberra Valley Institute (CVI) publishes its course tuition and other fees in the Schedule of Fees, which is reviewed annually and made available in marketing materials, publications, and on the institute website.
- Tuition fees are set for an entire course and cannot be charged, calculated, or divided on a unit-by-unit basis.
- Fees are applied according to the students' enrolment periods, which are clearly outlined in the Letter of Offer and Student Agreement.
- Before enrollment, Canberra Valley Institute (CVI) provides prospective students with complete details of all fees, including tuition, administration, materials, and other charges. This information is also part of the Student Agreement. It outlines the total tuition costs for the course, the periods they cover, and the payment options available. It also specifies any non-tuition fees that may be incurred, such as fees for reassessment, study deferral, late payments, or other situations. Additionally, it details the amounts that may or may not be refundable to the student, including fees collected by education agents on behalf of the Institute.
- The Institute also offers detailed information on payment terms, including timing and amounts, non-refundable deposits or administrative fees, security of prepaid fees, and charges for additional services. Students are informed that they are responsible for keeping a copy of their written agreement and receipts for all fee payments, that they may choose to pay more than 50% of tuition fees before the course begins, and about the Institute's fee refund and protection mechanisms (e.g., TPS) and refund claim processes.
- Additionally, all prospective students receive a copy of the Fee Refund Policy as part of the enrolment process, and the policy is always accessible on the Institute's website.

### 4.2 Prepaid Tuition Fees

Canberra Valley Institute (CVI) will determine the amount of prepaid fees based on the total tuition and any extra services requested by prospective students, as outlined in the Student Agreement. The Institute makes sure that the written Student Agreement is signed by the student before accepting or collecting any fees.

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- For packaged courses, up to 50% of the fee for the first course of study may be collected as a prepaid fee.
- If the Institute, directly or through a third party, requires a prospective or current student to prepay more than \$1,500 (the threshold prepaid fee amount), the fee will be kept in a separate bank account until the student begins the course. Any prepaid fee during the enrollment period will not be accessed until at least two weeks before the start of a new term, when an invoice has been issued.
- Initial prepaid tuition fees will be deposited into a designated bank account within five business days of receipt and will only be withdrawn once the student begins the course.
- In line with amendments to the Education Services for Overseas Students Act 2000 (effective March 20, 2012), following the Government's second-phase response to the Baird Review, Canberra Valley Institute (CVI) will make annual contributions to the Tuition Protection Service (TPS) and adhere to the updated regulatory requirements. The TPS protects prepaid fees for international students. Additional information is available at [www.tps.gov.au](http://www.tps.gov.au).

#### 4.3 Payment Terms

- Canberra Valley Institute (CVI) requires that no additional fees be paid earlier than four (4) weeks before the start of the following study period or term. Fee invoices and reminders will be issued at least four (4) weeks before the beginning of a new term, with due dates specified according to this policy. Any voluntary early payments will be treated as prepaid fees, allowing refunds of unused tuition fees in line with the Fee Refund Policy.
- Tuition fees must be paid on or before the due date for each study period, as communicated through offer letters, invoices, fee reminders, the institute website, or other official correspondence.
- The Institute reserves the right to adjust tuition fees, fines, and other charges; however, fees agreed upon in the Student Agreement will remain fixed for the duration of enrolment.
- Late payment fees may be applied if fees are not paid by the due date.
- Enrolment will not be confirmed until all required fees are received.
- Students who fail to pay on time may have their enrolment cancelled. Students with outstanding fees will be barred from further enrolment (unless otherwise required by law), and their academic results will be withheld until all debts are cleared. Refunds will be issued in accordance with the Fee Refund Policy and Procedure.
- Students excluded due to disciplinary or other institute rules are not entitled to a refund, except where legislation or codes of practice require otherwise.

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- A student default is only confirmed after completing all complaints and appeals processes. Canberra Valley Institute (CVI) will notify the Secretary and TPS Director (via PRISMS) of any confirmed fee defaults that might lead to the denial of education services within five business days.
- The Executive Committee reviews and approves all tuition fees annually.
- Responsibilities: The Finance Manager is responsible for ensuring that student fees are collected and maintained in accordance with this policy. Any complaints or breaches should be reported to the Chief Executive Officer in person or via email.

## **5. Responsible Person**

- CEO / RTO Manager
- Admission Officer

## **6. Review of Policy**

Canberra Valley Institute (CVI) will review the *fees Policy and Procedure annually* or on a needs basis (whichever occurs first).