

## Fees, Charges and Refunds Policy & Procedure

### Introduction

This policy & procedures ensures consistency, fairness and transparency regarding fees, charges and refunds for students enrolled in a CEAV Institute course of study. It also guides all staff to give sound advice to students of their rights and obligations in regard to fees, charges and refunds.

Our students are made aware of the Fees, Charges and Refunds Policy & Procedure through either CEAV Institute's website, information Sessions held prior to course commencement and the Student Handbook.

### Purpose

The purpose of this policy and procedure is to ensure the obligations and rights of both CEAV Institute (ACCE) and the student are clearly set out and that the rights and protections defined through legislation and other standards are met.

This will include monies payable and services that CEAV Institute (ACCE) is obliged to provide to students

- prior to enrolment and commencing a course or
- recovery of any outstanding fees; and
- refund arrangements.

It also outlines CEAV Institute's (ACCE's) approach to managing fees, charges and refunds for students who :

- are eligible for subsidised funded training under the Skills First Contract (this applies to Victorian students only), including any current Skills First Programs, Initiatives or Waivers.
- undertaking nationally recognised training on a Fee for Service basis.
- are undertaking the training under a Scholarship.

### Scope

This policy applies to all the CEAV Institute (RTO 22523) and includes staff, students and stakeholders.

### Definitions or Reference Documents

- **Statement of Fees (SoF):** refers to the Fees breakdown that is provided to each applicant.
- **Skills First Funding Contract:** refers to the contribution paid to the RTO if students are eligible for funding. Skills First is only applicable to Victorian students who have met the eligibility criteria, set by the Department of Education (DE) in Victoria.
- **Evidence of Fee Concession:** evidence of a Skills First Student's entitlement to a Fee Concession for Skills First subsidised training in accordance with Guidelines About Eligibility.
- **Evidence of Eligibility:** Evidence of an individual's eligibility for Skills First subsidised training in accordance with eligibility requirements set out in the Skills First Contract and the Guidelines about Eligibility.
- **Fee Concession:** a concession of tuition fees granted, or to be granted, in circumstances where the Skills First Contract of the Guidelines about Fees specify that the Training provider must grant a concession of tuition fees to a Skills First Student.
- **Regulatory Standards means:**
  - The AQF: Australian Qualifications Framework
  - The National RTO Standards; and

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- Any other guidance issued from time to time by the relevant regulator (being ASQA) under its relevant standards
- **Record:** means any 'document' within the meaning of the Evidence Act 2008 (Vic) that is created by the Training provider or any Training Provider Personnel or is in or enters the possession of the Training Provider or any Training Provider Personnel, under or in the course of the Training provider performing its obligations under this Contract.
- **Skills First Entitlement:** the entitlement to a government-subsidised place in training for persons who are eligible in accordance with the criteria set out in the ACT or established under the ACT, and reflected in the Skills First Contract.
- **Skills First Program:** the Victorian Government's program for funding individuals' Skills First Entitlement.
- **Statement of Fees:** a document for each Skills First Student that sets out fee and other information required by the National RTO Standards and the Guidelines about Fees.
- **Training Provider Personnel:**
  - All officers, employees, agents, and contractors (including subcontractors) of the Training provider; and
  - In respect of each contractor of the Training provider, all officers, employees, agents and contractors (including subcontractors) of that contractor

Who are involved in any way with the delivery or support of any of the Training Services or otherwise with the Training provider fulfilling its obligations under the Skills First Contract (including Skills First Teachers and administrative staff).

### Policy

#### 1. Skills First Fees, Charges and Refunds

##### Calculation of Student Fees for Subsidised training

CEAV Institute will calculate the application fee for students who are eligible for subsidised training under the Skills First Contract as follows:

- Review the Skills First funding allocation for the courses covered by Skills First to identify the hourly rate payable for each qualification.
- Tuition fees are calculated as per the number of administration hours required for each course, as outlined in the Funded Programs Report.

##### Fee Concessions

If applicable, CEAV Institute will apply a Fee Concession in accordance with the Skills First Funding Contract.

If applicable, CEAV Institute will charge no more than 20% of its published standard tuition fees for CHC41215 Certificate IV in Career Development. Concession rates are not applicable for the CHC81315 Graduate Certificate in Career Development Practice, as concessions cannot be granted to courses higher than a Certificate IV.

If applicable, CEAV Institute will allow Fee Concessions on standard tuition fees to a student who, prior to commencement of training holds a current and valid:

- a) Health Care Card issued by the Commonwealth
- b) Pensioner Concession Card; or
- c) Veteran's Gold Card
- d) A Dependant spouse or dependant child of a card holder is also entitled to a Fee Concession

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CEAV Institute must sight and retain copies of evidence of a student's entitlement to a Fee Concession prior to course commencement in accordance to the Table below

Evidence of a student's entitlement to a Fee Concession will be scanned and uploaded into the student's record in the SMS or verified via a DVS (Document Verification Service). A Grace Period of one week after course commencement date will apply if you do not have your concession card available prior to the course commencement date.

Evidence will be kept that enables the Department to confirm the student's Fee Concession entitlement for audit or review purposes and meets the record keeping requirements as per Clause 5.3 of the 2023 Guidelines About fees – **refer to CEVA Institute's Record Management Policy and Procedure.**

CEAV Institute will sight and retain evidence of Fee Concession entitlement by:

Sighting	Retaining
a) The original card, or correspondence from the card issuer confirming a concession is granted to the individual and they may commence claiming their entitlement	A copy of the original card or correspondence indicating the date it was sighted. The copy must show the: <ul style="list-style-type: none"> <li>Concession holder's name</li> <li>Card number 'valid from' or card start date; and</li> <li>Expiry date of the concession entitlement</li> </ul>
b) The concession card displayed on a Digital Wallet through a Centrelink Express Plus mobile application on the cardholder's mobile device. The digital card may not be sighted via a screen shot of the card that is emailed or otherwise reproduced	A written declaration attached to the student's file stating that the digital concession card has been sighted, showing the: <ul style="list-style-type: none"> <li>Name of the authorised delegate who sighted the card</li> <li>Date the card was sighted;</li> <li>Concession holder's name; and</li> <li>Card number</li> </ul>
OR	
c) The equivalent record of a concession card as extracted from Centrelink Confirmation eServices by CEAV Institute (ACCE) (the Training Provider)	An extract from Centrelink confirmation e Services showing the: <ul style="list-style-type: none"> <li>Date the extract was made;</li> <li>Concession holder's name; and</li> <li>Card number</li> </ul> We will not retain the Centrelink Reference Number.

For students who are on a Payment Plan and have been granted a Fee concession, CEAV Institute does not need to re-check Fee Concession entitlement each time a new invoice is issued for an instalment amount.

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### Accounts and Records of Skills First Tuition and other Fees

CEAV Institute keeps accounts and records that clearly distinguish income for Fee for Service training from government subsidised training.

CEAV Institute has established and maintains a separate general ledger account to record receipt of income from tuition fees and the payment of refunds of tuition fees under the Skills First program.

CEAV Institute will keep Records, including evidence and the date upon which evidence was sighted to support any claim for a contribution towards revenue foregone as a result of granting Fee Concessions.

### Skills First Programs, Initiatives & Waivers

As part of the enrolment process, Victorian based students will have a phone eligibility interview to assess them for Skills First funding. This assessment will also determine if any current Skills First Programs, Initiatives or Waivers are applicable, based on the applicants' current circumstances. CEAV Institute can offer the below listed Programs, Initiatives or Waivers under the 2024-2025 Skills First Contract:

- Asylum Seeker VET Program
- Aboriginal Access Fee Waiver

### 2. Payment of Fees

- CEAV Institute does not collect tuition fees in advance directly from students. If an organisation needs to pay in advance, any advance payments will be held in a holding account until students complete each module.
- CEAV Institute invoices the application fee upon confirmation of enrolment and holds an Application Fee of \$440 (inc GST) for all students.
- All students are required to pay the application fee prior to the application closing date for their course, but not before funding has been approved.
- CEAV invoices students the total tuition fee upon commencement of enrolment.
- Students are required to pay the total tuition fees in four instalments.
  - The first instalment of for all courses is invoiced during the first week of commencement and is required to be paid within 14 days.
  - The second instalment is to be paid in Month 4.
  - The third instalment is to be paid in Month 7.
  - The Final instalment is to be paid in Month 12.
- Payment of tuition fees are to be made within 14 days – this is included on the initial invoice.
- Course fees paid in advance from business organisations 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 as per the processes outlined in this policy and procedure in a timely way without impact on the financial operations of the business.
- CEAV Institute (ACCE) will offer a flexible payment plan for students who have financial difficulties.

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### 3. Fees and Charges

- Prospective and current students are advised of the fees associated with a course prior to enrolment.
- Information about fees is available on CEAV Institute's website
- During the enquiry stage, students will be provided with a Statement of Fees that includes at a minimum:
  - The code, title and currency of the program.
  - The total cost to them for the program, taking into account any Fee Concession or Fee Waiver entitlement if eligible for subsidised training under Skills First.
  - The approximate value of the government contribution expressed in dollars if eligible for subsidised training such as Skills First
  - Any other applicable fees, such as membership fees, textbooks etc..
- Wherever CEAV Institute collects fees directly from a Student, CEAV will provide or direct the student to information prior to enrolment specifying:
  - All relevant fee information including fees that must be paid to CEAV Institute, describing all costs associated with the course; how and when fees must be paid; how to request a refund, conditions under which a refund would be provided, payment terms and conditions including application fees and refunds and details of the potential for fees to change during the student's course as relevant.
  - Student's rights as a consumer under Australian Consumer Law (ACL)
  - two week cooling off period during the 2 weeks prior to course commencement.
  - Student's right to obtain a refund for services not provided by CEAV Institute in the event of:
    - Arrangement is terminated early; or
    - CEAV Institute fails to provide the agreed services
- Refund information is outlined on the website and in the Student Handbook.
- Tuition fees are non-transferable to other students or other institutions.

### 4. 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. Tuition fees will clearly itemise tuition, as well as application fees.
  - Tuition fees include the learning materials, such as study guides, PowerPoints, reading material, eBooks etc....
  - Course fees include the issuance of a testamur and record of results and/or statement of attainment.

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### 5. Additional fees and charges

Additional fees and charges will be charged for:

- Any optional textbooks and material that may be recommended but not required for a course. If textbooks are lost and need to be replaced, the student will be required to cover the cost of the replacement materials.
- A\$55 fee will be charged for re-print of qualifications.

### 6. Payment of Fees

#### **Application Fee: \$440 (inc GST) (non-refundable)**

- This covers the cost of the LLN Assessment, Pre-Training Review Career Conversation, and general resource costs. This fee is non-refundable and must be paid prior to the application closing date for the course.

#### **Tuition Fee (GST Free)**

- The Tuition Fee is invoiced during the first week of commencement.
- Payments are spread over 4 payments, with each due date stated in the initial invoice issued.
- Reminders regarding payment of instalments will be emailed to students two weeks prior to due date of payment.
- Each payment must be paid within 14 days, as stated in the initial invoice.
- Payments can be made via credit card or EFTPOS.
- If students/organisations do not pay their tuition fees in full, CEAV Institute will undertake two attempts to contact the student/organisation to recover unpaid tuition fees. If fees have not been paid, CEAV Institute accounts advise their debt collection agency to collect outstanding fees.
- Electronic receipts for tuition fees will be provided on request.

### 7. Payment Plans

- Flexible payment plan arrangements are available if a student is experiencing financial hardship.
- Students are to contact the Finance & Membership team via email: [membership@acce.org.au](mailto:membership@acce.org.au) to discuss further.
- Students are required to complete a CEAV Institute Payment Plan Agreement Form once their payment plan has been approved. This will be provided upon request from the Finance team.
- The amounts documented on the CEAV Institute Payment Plan are directed debited from the student's account as per the agreed dates documented.

### 8. Student Fees Form

A Student Fees Form is provided to students along with enrolment documentation and is required to be completed and returned to CEAV Institute (ACCE) prior to the course commencing. Failure to complete the form correctly may delay the student's commencement.

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The Student Fees Form provides the following information about the Payment Options:

- Code and Title of the course that the student has enrolled in
- Student name and contact details
- Payment Options
  - Option 1 – Student to pay all course fee
  - Option 2 – Employer to pay all course fees prior to course commencement
  - Option 3 – Course fees will be covered by funding
  - Option 4 – Course fees will be split between student, employer and/or funding, depending on individual circumstances\*

\*Option 4: Each party will be invoiced the relevant component of the tuition fee as agreed upon. Employers are to indicate on the Student Fees Form the amount of the tuition fee they have agreed to pay.

- Invoices will be sent to the relevant parties upon course commencement, or prior if specifically requested.

### 9. Issuing of Qualifications

CEAV Institute (ACCE) will issue qualifications and a record of results only if all fees relating to this qualification have been paid in full. This must be completed within 30 days of the students last assessment result.

### 10. Late Fees and Non-Payment of Fees

- Students who are experiencing difficulty in paying their fees are invited to call CEAV Institute (ACCE) to make alternative arrangements for payment during their period of difficulty. Refer to Payment Plans.
- The Finance Department will issue two reminder letters for overdue fees via email to the student who fails to pay their fees on time.
- Continual non-payment of fees after the second reminder will result in the notification of termination of the student's enrolment.
- The Finance Department will issue a NOTICE if overdue fees are not paid within 7 days after the second reminder letter has been sent.
- Students have 14 days to either pay the outstanding amount or come to an arrangement with CEAV's Finance Department.
- If an arrangement cannot be reached with the accounts team the debt will be sent to our collection agency. Costs for collection by an agency will be added to any debt remaining.
- Non-payment of Fees without a payment plan will result in the following actions by CEAV Institute:
  - Agency costs will apply.
  - Issue a suspension of study
  - Remove access to CEAV Institute's resources and computer systems
  - Withhold academic transcripts and/or qualifications



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- Terminate the Student's Enrolment
- If students have not paid their tuition fees in full, the Finance Department will undertake two attempts to contact the student to recover unpaid tuition fees.
- If fees have not been paid, the Finance Department will escalate to their debt collection agency to collect outstanding fees.

### 11. Course Fees and Charges

All Course Fees and Charges are listed and explained in the Statement of Fees document for each course.

### 12. Refund of Prepaid Fees

- CEAV Institutes makes provision for refunds of:
  - Application fee (pending date of course cancellation, see Appendix A.)
  - Tuition fees (pro-rata basis), which will be determined by the official withdrawal date.
  - Membership fees (pro-rata basis), which will be determined by the official withdrawal date.
- This applies to all intending, commencing and continuing students who have paid fees.
- CEAV Institute ensures that processes for refunds are fair and reasonable and meets the Standards for Registered Training Organisations 2015.
- CEAV Institute will provide this policy and procedure to all students prior to enrolment, via the CEAV Institute [website](#).
- Students who apply for a refund under this policy are afforded the principles of natural justice, including the ability to lodge a complaint or appeal against any decision relevant to an application for refund request.
- This policy and the availability of complaints and appeals processes do not remove the rights of any student to take action under Australia's consumer protection laws /fees are paid and a full refund will be given should they decide not to progress with their enrolment into one of CEAV Institute's courses.

### 13. Default

#### Student withdraws enrolment prior to course start:

- Where a student cancels or defaults in accordance with the meaning given in this policy, the cancellation and refunds of fees in Appendix A applies.
- If a student withdraws due to compassionate or compelling reasons, CEAV Institute encourages the student to provide sufficient evidence in their application and attached evidence from a third party.

#### Provider Default

- In the unlikely event that CEAV Institute ceases to provide a course of study, all unspent pre-paid tuition fees to date will be refunded to the student within fourteen (14) days of the default day including other associated fees.



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### 14. Applying for a Refund

Tuition fee refunds will only be given in accordance with the compassionate and compelling circumstances as provided in Point 18.

Students seeking a refund for any purpose must complete the Student Refund Form including any supporting evidence as required and email it to [support@ceavinstitute.edu.au](mailto:support@ceavinstitute.edu.au)

A processing time of up to 28 days applies, however students are generally informed in writing within 7 days by the Finance Department if the refund application has been declined.

### 15. Circumstances which do not qualify for a refund

- A complaint of appeal is in progress that is related or linked to the application for a refund.

### 16. Payment of Refunds

Refunds will be paid by EFT into the nominated bank account of the student or organisation that paid the original account, unless:

- In the event that the student is deceased or incapable of nominating a bank account the refund will be provided to the Estate of the deceased student, upon legal verification.
- Under no circumstances will a student's refund be paid to a third party without the student's written consent and that consent is written in the English language.
- In the event that a business has ceased trading or is under receivership, then all attempts will be made to repay the organisation or receiver.

### 17. Written Confirmation or Decline of Refunds Application

#### ▪ Refunds Approved

Upon receipt of the Student Refund Form and where a refund decision is approved and processed, the student will receive a communication that details how the refund was calculated.

#### ▪ Refunds Declined

In cases where a student applies for a refund, by submitting a Student Refund Form, and the refund is declined, a communication will be provided to the student outlining the reasons for the decision by CEAV Institute (ACCE) to reject the application for a refund.

#### ▪ Refund Payments made in Error

The student agrees to repay CEAV Institute (ACCE) (on demand) for any payments credited to the student in error during the payment of refunds. CEAV Institute reserves the right to offset the amount of any over payment made in error against any liability (including any future debt) owing to CEAV Institute by the student.

#### ▪ Processing Time

All refunds except those for provider default, will be processed within twenty-eight (28) days of the

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written application being received by CEAV Institute (ACCE).

### ▪ Right to Appeal a Decision

Students have the right to access the CEAV Institute's Complaints and Appeals process should they disagree. ***Refer to CEAV Institute's Complaints and Appeals Policy and Procedure.***

### 18. Compassionate or compelling circumstances

- In compassionate or compelling circumstances and where acceptable documentary evidence can be provided, a student may be eligible for a pro rata refund of tuition fees paid.
- Examples of compassionate or compelling circumstances relevant to withdrawal include:
  - Illness or disability, death of the student or a close family member (parent, sibling, spouse, or child) or a political, civil or natural event.
- CEAV Institute (ACCE) will assess requests for refunds based on compassionate and compelling circumstances on a case-by-case basis.
- Compassionate or compelling circumstances do not include a lack of knowledge or understanding of CEAV Institute's policies and procedures.
- In all cases where a refund is approved and processed, the student will receive a communication that details how the refund was calculated.

### APPENDIX A: Cancellation/Refund of Fees

Where CEAV Institute cancels the course <b>before the commencement</b> date or the student's enrolment request has been rejected by CEAV Institute.	100% refund of tuition fees and Application Fee.
Where CEAV Institute cancels the <b>course after the commencement</b> date.	100% refund of the unspent pre-paid tuition fees and Application Fee
Student Withdrawal received in writing by CEAV Institute more than <b>10 weeks prior to course commencement</b> .	A full refund of any prepaid tuition fees. No refund of the Application Fee.
Student Withdrawal received in writing by CEAV Institute <b>less than 28 days prior to course commencement</b> .	No refund of the Application Fee.
Student Withdrawal <b>upon course commencement</b>	No refund of the Application Fee. A pro-rated refund will be issued for any units commenced, on a unit-by-unit basis.

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### APPENDIX B: Fees and Charges

<b>Tuition Fee(s)</b>	<ul style="list-style-type: none"> <li>The Tuition Fee is invoiced during the first week of commencement, once enrolment has been confirmed and the cooling off period (2 weeks prior to commencement) has concluded.</li> <li>The first instalment for all courses is required to be paid within 14 days of the date of the initial invoice.</li> <li>The second instalment is to be paid in Month 4.</li> <li>The third instalment is to be paid in Month 7.</li> <li>The Final instalment is to be paid in Month 12.</li> <li>Each payment must be paid within 14 days, as stated in the initial invoice.</li> <li>Payments can be made via credit card or EFTPOS.</li> </ul>
<b>Application Fee</b>	<ul style="list-style-type: none"> <li>This covers the cost of the LLN Assessment, Pre-Training Review Career Conversation, and general resource costs.</li> <li>This fee must be paid prior to the application closing date for the course.</li> <li>Failure to pay this fee, will prevent you from commencing the course.</li> </ul>

### Other Fees and Charges

<b>Credit Transfer</b>	\$60 per Unit of Competency			
<b>Recognition of Prior Learning (RPL)/ Recognition of Current Competency (RCC)</b>	See RPL/RCC Guidelines Booklet.			
<b>Reprint of Statement of Attainment</b>	Hard Copy	\$55	Electronic Copy	\$0
<b>Reprint of Testamur</b>	Hard Copy	\$55	Electronic Copy	\$0
<b>Cancellation Fees</b>	As per the Policy			

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<b>Bank Fees</b>	1.5% charge if using PayWay
<b>Direct Debit Fees</b>	Not applicable
<b>Debt Collection</b>	<p>Cost is confirmed by the collection agency at the time of collection and based on the collection time taken.</p> <p>The Customer agrees to pay all amounts due in clear funds from the date of the invoice for the Goods and/or Services provided by the Association. The customer agrees that if it fails to pay in accordance with this clause, the Company may:</p> <p>*Recover all collection &amp; legal costs and expenses incurred in collecting overdue accounts and/or enforcing security interests on an indemnity basis.</p>

### Procedure

#### PAYMENT PROCESSES RESPONSIBILITIES

##### Operations Manager

- Authorise the Finance Department to raise invoices for training fees.
- Overall responsibility for student payment plans.

##### Finance Department Administration

- Raise Tax Invoices for course fees as authorised by the Business or Operations Manager.
- Distribute invoices to student by email.
- Approve and authorise student payment plans and instruct finance department to set up monthly deductions of course fees as per the details provided by the student on their Payment Plan.
- Deduct training fees as per student payment plans as authorised CEAV Institute Admin.
- Generate receipts for payments made and statements and distribute to students on request.
- Advise Operations Administration of any overdue student defaults re paying their instalments.
- Follow up outstanding payments as per Australian Centre for Career Education's Debt recovery procedures.
- Maintain a spreadsheet of course fees paid that can be accessed by CEAV Institute Admin.
- Approve Student Payment Plan Arrangements.

##### CEAV Institute - Admin

- Approve individual student payments.
- Instruct the finance department to raise Tax invoices for tuition and application fees.
- Provide finance department with a copy of the Student Fees Forms.
- If finance department is unable to retrieve students' debts after 2 attempt and have provided this advice to the CEAV Institute, action student's failure to pay their debts by:
  - Suspension from the student attending or participating in the course.
  - Loss of access to CEAV Institute resources and computer systems.

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- Loss of access to enrolment record information and academic transcripts.
- Non-issuance of Testamurs or Statement of Attainment (for accredited courses).
- Termination of the enrolment.
- Issuance of qualifications once training fees are paid in full and all course requirements have been met to the satisfaction of the CEAV Institute.

Procedure	Responsibility
<b>A. General Invoicing</b> <ul style="list-style-type: none"> <li>All students must pay their Application Fee, prior to the application closing date of the course.</li> <li>Raise an invoice for the amount in line with the schedule of fees for the relevant course. Note: for students, fees should not be collected until the student enrolment form has been completed and signed by the student and received by CEAV Institute.</li> <li>Students have 14 days to pay an invoice.</li> <li>The student's invoice will be saved in the MYOB database and the finance spreadsheet updated.</li> </ul>	CEAV Institute Administration  Finance/Accounts
<b>B. Tuition fee invoicing</b> <p>The Tuition Fee is invoiced during the first week of commencement, once enrolment has been confirmed and the cooling off period (2 weeks prior to commencement) has concluded.</p> <p>Students who enrol with under two weeks until course commencement will not be entitled to the cooling off period and will be invoiced the total tuition fee for the course that they enrol in.</p> <p>The tuition fee invoice will provide the following details:</p> <ul style="list-style-type: none"> <li>Fee Instalment Invoices for tuition fees paid by a relevant parties.</li> <li>Students to complete and submit a Student Fees Form providing permission to invoice the relevant parties.</li> <li>Charge fee instalments to the relevant parties in line with the statement of fees for the course.</li> <li>Parties have 14 days to pay an invoice.</li> <li>Save all relating documents onto the student's file and finance system.</li> </ul>	CEAV Institute Administration  Finance/Accounts
<b>C. Receiving Payments</b> <ul style="list-style-type: none"> <li>Payments may be made by EFTPOS, Credit Card or Direct deposit.</li> <li>Record payments against the relevant invoice in the finance system.</li> <li>Provide the student with an electronic receipt on request.</li> </ul>	Finance/Accounts
<b>D. Managing Overdue Fees</b> <ul style="list-style-type: none"> <li>Send out reminders to students to regarding outstanding fees.</li> <li>Contact students by email where payments are more than 14 days overdue. Students will only be sent 2 reminders before going to collection.</li> </ul>	CEAV Institute Administration

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<ul style="list-style-type: none"> <li>Notify the students via email that their training will be suspended until fees are paid in the email. Student will be sent a notice of intention to Suspend letter.</li> <li>Any student with an invoice over 40 days past due date should be referred to the debt collection agency, after the 2<sup>nd</sup> attempt to contact the student has been made.</li> <li>Should fees continue to remain unpaid, send a Notice of Intention to Withdraw letter to the student.</li> <li>AQF Certificate documentation issued by CEAV Institute (ACCE) will not be given unless all agreed fees owed by the student have been paid.</li> </ul>	Finance/Accounts
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### REFUND PROCESSES RESPONSIBILITIES

#### Operations Manager

- Authorise and action Student refunds based upon advice from Finance department.
- Refund tuition fees by EFT into the students nominated back account as authorised by the Finance Department based upon the Finance Department's instructions and provide statements of refund(s) paid to the student.
- Upon request Produce a quarterly report for the ACCE CEO, summarising the number of refunds paid

#### CEAV Institute - Admin

- Approve Student refund requests in line with their withdrawal/deferral from their course.
- Advise the Finance Department of the total refund fee based upon student withdrawal dates and tuition fees paid to date.
- Instruct the Finance Department by email, the refund tuition fee amount to be refunded.
- Save all relating documents onto the electronic Student's file within CEAVs Institute's file tree.
- Issue Statement of Attainment if the student has attained competency for any units of competency in the course they enrolled, within 30 days of date of withdrawal.

### 2. Procedure for Managing Student Refunds

Refer to Clause 3.3, 5.3, 7.3, Schedule 6

Procedure	Responsibility
<b>A. Student withdraws enrolment within the two-week cooling off period prior to course start:</b> <ul style="list-style-type: none"> <li>Student is to complete Student Refund Form.</li> <li>Student Refund Form to be approved or declined.</li> <li>Notify the student that their application for a refund has been approved or declined.</li> <li>Process a full refund on any prepaid tuition fees, if applicable.</li> <li>No refund of the Application fee will be given.</li> <li>Refund to be processed within 28 days.</li> </ul>	CEAV Institute Administration  Finance/Accounts

## Fees, Charges and Refunds Policy & Procedure

<ul style="list-style-type: none"> <li>• Inform students within 7 days if the refund application has been declined.</li> <li>• Via the Student Refund Form, the student needs to provide proof of a nominated Australian bank account.</li> <li>• Deduct from the refund any bank fees associated with the transfer of funds (applicable if using PayWay).</li> <li>• Refund will be deposited by EFT into the students/ organisations nominated bank account in their own name: or their Credit Card will be refunded if paid by Credit Card.</li> <li>• Provide student with written statement that details how the refund was calculated and where it has been paid into.</li> </ul>	
<ul style="list-style-type: none"> <li>• <b>Student withdraws after the 2-week cooling off period:</b></li> <li>• Student to complete Student Refund Form.</li> <li>• Student Refund Form to be approved or declined.</li> <li>• Notify the student that their application for a refund has been approved or declined.</li> <li>• Process a 50% refund on any prepaid tuition fees, if applicable.</li> <li>• No refund of the Application fee will be given.</li> <li>• Refund to be processed within 28 days.</li> <li>• Inform students within 7 days if the refund application has been declined.</li> <li>• Via the Student Refund Form, the student needs to provide proof of a nominated Australian bank account.</li> <li>• Deduct from the refund any bank fees associated with the transfer of funds (applicable if using PayWay)</li> <li>• Refund will be deposited by EFT into the students / organisations nominated bank account in their own name: or their Credit Card will be refunded if paid by Credit Card.</li> <li>• Provide student with written statement that details how the refund was calculated and where it has been paid into.</li> </ul>	<p>CEAV Institute Administration</p> <p>Finance/Accounts</p>
<ul style="list-style-type: none"> <li>• <b>Student withdraws upon course commencement:</b></li> <li>• Student to complete Student Refund Form.</li> <li>• Student Refund Form to be approved or declined.</li> <li>• Notify the student that their application for a refund has been approved or declined.</li> <li>• A pro-rated refund will be issued for any units commenced.</li> <li>• No refund of the Application Fee will be given.</li> <li>• Refund to be processed within 28 days.</li> <li>• Via the Student Refund Form, the student needs to provide proof of a nominated Australian bank account.</li> <li>• Deduct from the refund any bank fees associated with the transfer of funds (applicable if using PayWay).</li> <li>• Refund will be deposited by EFT into the students / organisations nominated bank account in their own name: or their Credit Card will be refunded if paid by Credit Card.</li> </ul>	<p>CEAV Institute Administration</p> <p>Finance/Accounts</p>



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<ul style="list-style-type: none"> <li>Provide student with written statement that details how the refund was calculated and where it has been paid into.</li> </ul>	
<ul style="list-style-type: none"> <li><b>CEAV Institute Cancels Course:</b></li> <li>Full refund will be issued of any pre-paid tuition fees and application fee.</li> <li>Refund to be processed within 28 days.</li> <li>Refund will be deposited by EFT into the students/ organisations nominated bank account in their own name: or their Credit Card will be refunded if paid by Credit Card.</li> <li>Provide student with written statement that details how the refund was calculated and where it has been paid into.</li> </ul>	<p>CEAV Institute Administration</p> <p>Finance/Accounts</p>

### Meeting the requirements of the VET Quality Framework

- Standards for Registered Training Organisations 2025:  
Standard 5 Clause 5.3
- Skills First Quality Charter:  
Principle 2 a) and Principle 3 a) – all fees, costs and requirements for doing the training including by issuing a Statement of Fees
- Skills First Program:  
2024-2025 Guidelines about Fees
- Skills First Contract:  
Schedule 1 – Part A Clause 1 – Student Information and Protection Clause 1.3 a) and b)  
Clause 5 – Tuition and other fees clauses 5.1 and 5.2,  
Clause 11 Determining and Paying Funds – 11.5 and 5.6 Fee Concession Contribution

### Related Documentation

- Standard VET Funding Contract Skills First Program
- SVTS Guidelines About Fees
- Statement of Fees for both courses
- Enrolment Policy and Procedure
- Complaints & Appeals Policy and Procedure
- Student Refund Form
- Student Payment Plan Agreement Form
- Withdrawal Form
- Withdrawal & Deferral Policy and Procedure
- Audit Policy and Procedure

## Fees, Charges and Refunds Policy & Procedure

Document Version Details	
Version Identifier:	V5
Date Amended:	16 June 2025
Approved By CEO, ACCE:	Penne Dawe
Review Date:	1 July 2027 or as required

Legislation	Relevant Websites
<b>Commonwealth</b>	
National Vocational Education and Training Regulator Act 2011, including the July 2020 amendments	<a href="https://www.legislation.gov.au/Details/C2020C00250">https://www.legislation.gov.au/Details/C2020C00250</a>
Australian Privacy Principles	<a href="https://www.oaic.gov.au/privacy/australian-privacy-principles">https://www.oaic.gov.au/privacy/australian-privacy-principles</a>
Competition and Consumer Act 2010	<a href="https://www.legislation.gov.au/Details/C2022C00365">https://www.legislation.gov.au/Details/C2022C00365</a>
Competition and Consumer Regulations 2010	<a href="https://www.legislation.gov.au/Details/F2022C00947">https://www.legislation.gov.au/Details/F2022C00947</a>
Commonwealth Privacy Act 1988 and Amendments	<a href="https://www.legislation.gov.au/Details/C2014C00076">https://www.legislation.gov.au/Details/C2014C00076</a>
Public Records	<a href="https://www.legislation.vic.gov.au/in-force/acts/public-records-act-1973/041">https://www.legislation.vic.gov.au/in-force/acts/public-records-act-1973/041</a>
<b>Victorian</b>	
Australian Consumer Law and Fair Trading Act 2012 (Vic)	<a href="https://www.legislation.vic.gov.au/in-force/acts/australian-consumer-law-and-fair-trading-act-2012/031">https://www.legislation.vic.gov.au/in-force/acts/australian-consumer-law-and-fair-trading-act-2012/031</a>
Australian Consumer Law and Fair Trading Regulations 2022 (Vic)	<a href="https://www.legislation.vic.gov.au/in-force/statutory-rules/australian-consumer-law-and-fair-trading-regulations-2022/001">https://www.legislation.vic.gov.au/in-force/statutory-rules/australian-consumer-law-and-fair-trading-regulations-2022/001</a>
Education and Training Reform Act 2006	<a href="https://www.legislation.vic.gov.au/in-force/acts/education-and-training-reform-act-2006/091">https://www.legislation.vic.gov.au/in-force/acts/education-and-training-reform-act-2006/091</a>
Victorian Privacy Act 2008	<a href="https://www.vic.gov.au/privacy-vicgovau">https://www.vic.gov.au/privacy-vicgovau</a>
Privacy and Data Protection Act 2014	<a href="https://www.legislation.vic.gov.au/in-force/acts/privacy-and-data-protection-act-2014/027">https://www.legislation.vic.gov.au/in-force/acts/privacy-and-data-protection-act-2014/027</a>