

# Fees, Charges and Refunds Policy and Procedure

<b>Distribution:</b>	<b>All staff and students</b>
<b>Related Documents:</b>	<p><b>Related Policy</b></p> <ul style="list-style-type: none"> <li>• Skills Assure Supplier Policy 2021-23 for Queensland VET Investment Programs (DESBT)</li> <li>• User Choice 2021-23 Policy (DESBT)</li> <li>• Certificate 3 Guarantee Program Policy 2021-23 (DESBT)</li> <li>• Higher Level Skills Program Policy 2021-23 (DESBT)</li> <li>• Certification and Issuing of Qualifications Policy and Procedure</li> <li>• Complaints and Appeals Procedure</li> <li>• Tuition Assurance Policy</li> <li>• Financial Management Procedure</li> <li>• Budgeting and Finance Procedure</li> </ul> <p><b>Related Forms</b></p> <ul style="list-style-type: none"> <li>• Application for a Refund Form</li> <li>• Credit Transfer Application Form</li> <li>• RPL Application Kit</li> <li>• Learner Complaints &amp; Appeals Form</li> <li>• Application for Deferral of Studies</li> <li>• Application for Suspension of Studies</li> <li>• All course Marketing Forms</li> </ul> <p><b>Related Documents &amp; Registers</b></p> <ul style="list-style-type: none"> <li>• Student Handbook</li> </ul>
<b>Legislative Context:</b>	<ol style="list-style-type: none"> <li>1. Consumer affair ombudsmen</li> <li>2. State Training Authority Contractual Requirements</li> </ol>
<b>Alignment</b>	
Standards for Registered Training Organisations (RTOs) 2015	
Clauses 4.1(k), 5.2(e-i, e-iii & f), 5.3, 7.3	

# Fees, Charges and Refunds Policy and Procedure

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## Introduction

In accordance with the Standards for Registered Training Organisations (RTOs) 2015, legislation clauses and contractual requirements relating to fees DIVTEC Training College Training College (DIVTEC)(TOID: 32535) will ensure that all clients and prospective students are aware of the applicable fees, charges, and refunds

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policy prior to enrolling into a course or qualification. This policy also described requirements about tuition fees and other fees associated with government subsidised training and the financial and accountability requirements for fees.

## Purpose

The purpose of the fees, charges and refund policy is to ensure the practices employed by DIVTEC Training College are clear and that all staff and prospective clients and students are provided with a broad framework and set of principles regarding the payment of fees and any circumstances relating to this. This includes, but is not exclusive to:

- Self-funded Students (up-front payment of fees and/or payment plan)
- Third party funded students (employer or Job Services Provider)
- Government subsidised training

The policy also ensures that DIVTEC Training College adopts a refund policy that is fair to students who have valid reasons for requesting refunds and who give DIVTEC Training College sufficient notice, while at the same time protecting DIVTEC Training College from suffering economic loss that may be caused by refund requests that are not submitted within the required timeframe.

## Scope

This policy applies to all fees and charges levied and refunds issued by DIVTEC.

## Responsibilities

This policy is the responsibility of the Chief Executive Officer of DIVTEC.

## Definitions

**Enrolment Fee** is an administration fee charged for processing enrolment applications that is non-refundable, except where DIVTEC Training College has cancelled a course.

**Co-contribution Fee** means the non-government financial contribution to the cost of the training and assessment services provided by the SAS — the fee is paid to the SAS.

**Materials Fee** is a charge to cover the cost of manuals, resources or other materials required by the student for a specific course. These items remain the property of the student.

**Tuition Fee** is the fee for the delivery of the training.

**Course Fee** is the full fee charged for a course which is inclusive of Enrolment Fee, Tuition Fee and where applicable, Materials Fee.

**Course Start / Commencement Date** is the first date of the course in which the student is enrolled as published on the website and/or Registration Confirmation email sent from online enrolments. In the case of students studying online or via distance learning, the course starts, or commencement date is the first

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date that the student accesses the course material online or has signed for receiving the distance learning materials.

**Skills Assure Supplier (SAS)** means a registered training organisation pre-approved by the department to deliver publicly funded training and assessment services for a program in Queensland (also referred to as 'supplier' in the SAS Agreement).

**Student Contribution Fees** means the non-government financial contribution to the cost of the training and assessment services provided by the SAS

**Cancellation** is an **RTO driven** decision to cancel a course or client from a course

**Withdrawal** is a **client driven** decision to discontinue their course

## Policy Statement

### Statement of fees

Through this policy, DIVTEC Training College ensures that all students are aware of the fees and charges associated with enrolment in a course with DIVTEC.

1. DIVTEC Training College aims to provide clear and accessible information to students about fees and charges prior to and throughout their enrolment and/or other involvement with DIVTEC.
2. Payment arrangements are aligned to courses and may vary depending upon factors such as length of course, student cohort, government contract guidelines etc.
3. DIVTEC Training College advises of its fees and charges, as well as its Refund Policy in course promotional materials, on DIVTEC Training College website and in the *Student Handbook*.
4. Tuition and Administration Fees are non-transferable to other students or other institutions.
5. The **Co-contribution Fee** charged for a qualification or offering represents the total cost to the student and includes any enrolment charges (such as identification card charges), tuition fees, services fees, materials fees, and all other costs associated with delivering the training and assessment services and awarding the qualification. This includes costs associated with criminal history checks which may be a prerequisite for vocational placement and employment in certain occupations.
6. A Tuition Fee payment plan may be granted to students for certain courses.
7. Prior to the commencement of training, DIVTEC Training College must give each QLD subsidised training and incentives Student a Statement of Fees that includes, at minimum:
  - a. the code, title and currency of the program
  - b. the total cost to them for their program, taking into account any Fee Concession or Fee Waiver entitlement
  - c. the approximate value of the government contribution expressed in dollars; and
  - d. any other applicable fees, such as student services, amenities, goods, or materials.

### General Guidelines

1. All fees and charges are displayed on the website and in any course, information sent to prospective applicants.

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2. Current and prospective students should check our website for current fees and charges, which are subject to change.
3. DIVTEC Training College reserves the right to amend the fees and charges at any time to ensure compliance with applicable State and Federal laws.
4. Existing students will be notified of any fee changes within 10 business days on the website via email/face to face or through notices on the notice board and all relevant documents will be updated accordingly.
5. All fees and charges due, must be paid in accordance with the agreed terms and conditions. If a student fails to pay the fees within the stipulated time and DIVTEC Training College has made considerable efforts in reminding the students to pay the fees, DIVTEC Training College will cancel the enrolment and not issue a Statement of Attainment (SOA) until all fees are paid.
6. Any statutory cooling off period will be applied by DIVTEC.
7. Persons seeking to enrol with DIVTEC Training College will be informed of the fees and charges before enrolment &/or commencing the courses.

## The QLD Certificate 3 Guarantee

DIVTEC Training College offers CHC30115 Certificate III in Individual Support under the QLD Certificate 3 Guarantee scheme. It is a program that provides a subsidy for eligible Queenslanders to complete their first post-school certificate III qualification. The program aims to help individuals increase their skills and employability or advance their career. The subsidy covers a portion of the training costs, while the student pays a co-contribution fee to the training provider. The subsidy amount varies depending on the qualification, DIVTEC Training Colleges, and the applicant's circumstances (eligibility). Applicant can find more information about the program, including the eligibility criteria, the list of subsidised qualifications, and the approved training providers on the Queensland Skills Gateway.

## The QLD User Choice

Depending on applicant's eligibility, DIVTEC Training College offers a number of its courses under the QLD User Choice program. It is a government-funded initiative that provides a subsidy for eligible Queenslanders to undertake an apprenticeship or traineeship in a priority qualification. The program allows apprentices, trainees, and their employers to choose DIVTEC Training College as a course provider to deliver the training and assessment services. The program covers part of the training costs, while the apprentice or trainee pays a co-contribution fee to DIVTEC Training College. The fee may vary depending on the qualification, DIVTEC Training College and the individual circumstances of the apprentice or trainee. The program is available for four of DIVTEC Training College's scope offerings. Applicant can find more information about the program, including the eligibility criteria, the list of subsidised qualifications from QLD Skills Gateway.

## Information about Fees and Charges

Students seeking to enrol in a course with DIVTEC Training College are advised of all fees and charges associated with a course, including course fees, materials fees, and any other charges relevant to the Course, in the student course information and on DIVTEC's website.

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The information provided to each student will include:

1. The total amount of all fees
2. Payment terms, including the timing and amount of fees to be paid (fee for service)
3. Any other applicable fees, such as student services, amenities, goods or materials

## Fee Waivers

1. DIVTEC Training College will report all Fee Waivers it grants in accordance with the QLD VET Student Statistical Collection Guidelines, or as otherwise instructed by the Department
2. The Training Provider must sight and retain copies of any evidence (where required) of a student's entitlement to the Fee Waiver prior to the commencement of training, in accordance with Clause 2.3 2022 Guidelines about Fees QLD subsidised training and incentives Program.
3. SAS must not refund, waive, return payment, or provide a cash payment, or bonus either by way of 'Referral fee' or otherwise to any player of the **Co-contribution Fee** (including third parties) or fail to collect the Co-contribution Fee except as provided for in the relevant program policy.

## Fee Concessions

**Reduction of fees / concessions may apply for the following applicants:**

- a. ONCALL Group staff members
- b. ONCALL Group approved partner organisations
- c. Eligible applicants who undertake Traineeship and Apprenticeship with DIVTEC Training College

The Training Provider must allow Fee Concessions on standard tuition fees in accordance with Skills Assure Supplier Policy 2021-23 for Queensland VET Investment Programs as well as the Skills Assure Supplier User Choice 2021-23 Policy.

1. A student's eligibility for concessional status must be confirmed by the SAS at the time of the student's enrolment and evidence must be retained by the SAS in order to attract the higher government subsidy. The intent of the higher government subsidy is to enable the SAS to reduce the co-contribution fee and/or provide increased learning support for the concessional (disadvantaged) student
2. DIVTEC Training College will check a student's entitlement for a Fee Concession as part of enrolment and prior to the commencement of training
3. Reduction of fee may apply to staff of ONCALL Group and approved partner organisations
4. Where DIVTEC Training College does not charge all fees for an enrolment in a non-SAS funded program in one instance (for example, if fees are charged for each semester or year of study), then after initially checking a student's Fee Concession entitlement as part of enrolment, DIVTEC Training College must re-check their entitlement when an invoice is issued to the student for new fees
5. Where DIVTEC Training College offers a student a 'payment plan' (meaning that the student is charged all fees for an enrolment in a program in one instance, however, DIVTEC Training College arranges with the student to pay in instalments), DIVTEC Training College does not need to re-check Fee Concession entitlement each time a new invoice is issued for an instalment amount
6. DIVTEC Training College will report all Fee Concessions it grants in accordance with QLD VET Student Statistical Collection Guidelines

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## Concessional Student Requirements for SAS funded programs

7. Concessional Student Requirements:
- Hold a Health Care or Pensioner Concession Card issued under Commonwealth law, or is the partner or a dependant of a person
  - who holds a Health Care or Pensioner Concession Card and is named on the card;
  - Provides DIVTEC Training College Training College with an official form under Commonwealth law confirming that the student, his or her partner, or the person of whom the student is a dependant, is entitled to concessions under a Health Care or Pensioner Concession Card;
  - Is Aboriginal or Torres Strait Islander;
  - Has a disability; or
  - Is an adult prisoner

## Evidence of Fee Concession Entitlement

8. DIVTEC Training College sight and retain copies of evidence of a student's entitlement to a Fee Concession. Evidence must be kept in a way that enables the Department to confirm the student's Fee Concession entitlement for audit or review purposes and must meet the record keeping requirements set out in Clause 5.3 of 2023 fees Guideline about QLD subsidised training and incentives Programs.
8. DIVTEC Training College may 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</li> <li>▪ 'Valid from' or card start date; and</li> <li>▪ expiry date of the concession entitlement</li> </ul>
<b>OR</b>		
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 e-mailed 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>
<b>OR</b>		
c)	the equivalent record of a concession card as extracted from Centrelink Confirmation <a href="#">eservices</a> by DIVTEC	an extract from Centrelink Confirmation <a href="#">eservices</a> 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>

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OR	
<p><b>d)</b></p> <ul style="list-style-type: none"> <li>▪ confirmation from a Gateway Service Provider<sup>2</sup> that it has connected to the Commonwealth Government's Document Verification Service (the DVS)<sup>3</sup> and verified that an individual's name and concession card number match a current and valid record of concession entitlement in the DVS</li> <li>▪ information from the student about the type of concession card they hold, to confirm it is a type accepted by the Department.</li> </ul>	<ul style="list-style-type: none"> <li>▪ a transaction record generated by securely logging in to the administrative platform provided by the Gateway Service Provider, that shows:               <ul style="list-style-type: none"> <li>○ the individual's name; and</li> <li>○ that their name and concession card number were verified to match a current and valid concession entitlement in the DVS; and</li> </ul> </li> <li>▪ a record of the type of concession card the student holds, attached to the student's file.</li> </ul>

**10.** DIVTEC Training College may allow a student a grace period to provide evidence of a Fee Concession entitlement if they do not immediately provide it as part of enrolment. If DIVTEC Training College allows such a grace period, it must have a documented business process for how it is applied, and this must be auditable. When a student is given such a grace period, DIVTEC Training College will retain a record of the concession card 'valid from' or start date to show that the student's evidence of a Fee Concession entitlement was valid at the time of commencement of training.

### Fee Concession entitlement under QLD Government initiatives:

**11.** The following students are entitled to receive a Fee Concession whether or not they hold one of the forms of Fee Concession entitlement specified in Fee Concession Entitlement.

	<b>Under the:</b>	<b>A student can receive a Fee Concession for:</b>	<b>If they:</b>	<b>And DIVTEC Training College must sight and retain:</b>
<b>a)</b>	Indigenous Completions Initiative	An enrolment in a program at any level	<ul style="list-style-type: none"> <li>▪ self-identify as being of Aboriginal or Torres Strait Islander descent (and are reported as such through the 'Indigenous Status Identifier' field of the Student Statistical Report)</li> </ul>	<ul style="list-style-type: none"> <li>▪ a copy of the enrolment form on which the individual self-identified as indigenous.</li> </ul>
<b>b)</b>	Asylum Seeker VET Program	An enrolment in a program at Certificate IV level and below	<ul style="list-style-type: none"> <li>▪ are referred to training by the Asylum Seeker Resource Centre or the Australian Red Cross</li> </ul>	<ul style="list-style-type: none"> <li>▪ a validly endorsed Referral to Government Subsidised Training – Asylum Seekers form from the Asylum</li> </ul>



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			<ul style="list-style-type: none"> <li>are seeking to enrol at any training provider.</li> </ul>	<p>Seeker Resource Centre; or</p> <ul style="list-style-type: none"> <li>validly endorsed Referral to Government Subsidised Training – Asylum Seekers form from the Australian Red Cross Victims of Human Trafficking Program.</li> </ul>
c)	Job Trainer Initiative	Enrolment in a program that us an AQF qualification at any level on the job Trainer funded programs Report	<ul style="list-style-type: none"> <li>are eligible to participate in the Job Trainer initiative; and</li> <li>are not enrolling in a program on the Free TAFE for Priority Courses List at a TAFE Institute or Dual Sector University.</li> </ul>	<ul style="list-style-type: none"> <li>one of the items of evidence that the student is eligible to participate in Job Trainer as specified in the Guidelines About Eligibility</li> </ul>

## Incidental Fees - Administration and Material Charges

Incidental and Administration Fees are separate from your tuition fees and may include, but are not limited to:

- Administration charges
- Additional charges may also apply including follow up charges associated with late or non-payment, overdue fees, dishonoured cheque fees.
- National Recognition/Credit Transfer Assessment - No charge.
- Photocopying - \$1.00 per page
- Change of enrolment – administration charge of 20% of unit/course fee
- Document Reissue where the original document, including qualifications and academic transcripts, has already been provided to the student:
  - Certificate reprint \$25.00
  - Academic transcript / Statement of Attainment \$25
  - Receipt Reprint – PDF sent by email - no charge
- Supplementary Assessment/ Reassessment:
  - Theory unit re-sit - \$300.00 (fee for service)

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- Practical unit fee is subject to the individual assessment requirements as well as any additional consumables that may be required.
- Unit of Competency Re-sit - Subject to the unit of competency being undertaken, the cost may vary depending on the duration required to complete the unit, assessment requirements, consumables, Work Based Training requirements and costs incurred by DIVTEC.
- Resource and/or materials fees purchased by DIVTEC Training College and consumed or transformed by students during the course. Resource/materials fees are outlined prior to enrolment and are only refundable if the student cancels the enrolment prior to commencement of training and where the student has not taken possession of the items.
- Any equipment/property purchased either separately by the student or paid for as part of materials fees becomes the property of the student (e.g., textbooks, tools of trade) from the time of purchase. Amounts paid for items retained by the student are not refundable after the student has received the items.
- Recognition of Prior Learning (RPL) Assessment - Fee on Application.

## Terms and Methods of payment

It is a requirement of DIVTEC Training College that where tuition fees, administrative charges or other charges are applicable, these must be paid in Australian dollars by the specified due dates on the tax invoice. Payment can be made by:

### a) Credit Card

Credit card payments can be made via the online enrolment system, over the phone by calling 07 3855 9215 and quoting your invoice number or by attending the campus in person.

### b) Direct bank deposit

Westpac Banking Corporation

**Account Name:** DIVTEC Training College (Able Care Pty Ltd)

**BSB:** 034 090

Account Number: 237 786

(\*please include your surname or invoice number in the transaction description so we can reconcile the payment)

### c) Cash - Exact money is required as no change is held at Training sites

### d) Cheque - Bank cheque or personal cheque (made to DIVTEC)

*(All cheques payable to DIVTEC Training College and funds must be cleared before course commencement date.)*

## Upfront Payment

Students may elect to pay Tuition Fees for each enrolment period within an academic year in one upfront payment.

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## Payment Plans

DIVTEC Training College offers students a Payment Plan for all Long Courses (more than 2 weeks in duration) or courses exceeding \$1,500.00. Students will be provided with terms and conditions for each course prior to the commencement of the course. The first instalment must be paid upon enrolment, before the commencement of the course. The preferred payment method is via credit card direct debit method.

Students with a current Tuition Payment Plan will be liable to pay the debt where the student withdraws outside the 28-day refund period. DIVTEC Training College will withhold a Statement of Attainment, Statement of Results and Qualification until the course has been paid for in full.

## Late Payment

Where a student is more than 48 hours overdue with payments, DIVTEC Training College 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.

## Non-Payment of Fees

For long-term outstanding amounts, DIVTEC Training College utilises the services of a debt recovery agency to ensure the collection of all fees. Late payment may incur a penalty fee of 5% of the total amount payable. Failure to pay the debt within 48 hours of the original due date may result in any or all of the following, until the full amount is paid:

- a) (Sanction) Suspension of the student from attending or participating in the course
- b) Cancellation of Student enrolment
- c) Loss of access to DIVTEC's resources, computer systems or online course
- d) Loss of access to enrolment record information and academic transcripts
- e) Inability to graduate
- f) Termination of the enrolment; and
- g) Report of a breach of a Training Contract (students under a Training Contract as part of a government funded course)
- h) Fees may be collected by an appropriate Debt Collector and any additional charges incurred for collection will also be payable by the student.

## Recognition of Prior Learning (RPL) assessment fee

Fee on application must be paid by students who wish to apply for RPL before proceeding into RPL assessment process. As a general rule, RPL can be a time-consuming assessment process and further tuition may be required to process the request. There will be a fee of \$500.00 per unit for RPL requested against DIVTEC's Accredited Qualifications. Charges may vary based on State Government fees and

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charges guidelines but, where combined with training being undertaken, the combined fee for RPL and training will not exceed the maximum fee chargeable.

## External Appeal Fees

Where the student elects to appeal a decision by DIVTEC Training College using DIVTEC's external appeals body, and charges are incurred, the student is required to pay 50% of the cost. Where the external appeal findings are in favour of the student, DIVTEC Training College will refund the student any fees paid to the external appeal body. External appeals process can be found in DIVTEC's Student Complaints and Appeals Policy and Procedure.

## Credit Transfer

Whilst the request for Credit Transfer (CT) must be submitted during the enrolment stage (prior the commencement of the course date), there are no charges apply to Credit Transfer application, evaluation, and mapping processes.

## Refunds

### 1. Fee for Service courses only

- a. In the event that DIVTEC Training College cancels the course a full refund is paid to the student
- b. Students who have paid for the course in full and choose to withdraw more than five days and less than ten days before the course commences will receive a refund less 20% administration fee of all money paid to DIVTEC
- c. Students who withdraw less than five days prior to the commencement of the enrolled course will receive a 50% refund of all money paid to DIVTEC
- d. Students who do not withdraw and do not attend the course on and after the course commencement day will not be eligible for a refund
- e. DIVTEC's Administrative team will review all written applications for a refund where Extenuating circumstances may apply
- f. If DIVTEC Training College cancels the enrolment of the student from a course because the applicant has seriously breached the Terms and Conditions of DIVTEC, no refund will be made
- g. In the unlikely event that DIVTEC Training College is unable to deliver the course in full, the applicant will be offered either:
  - a refund of all unspent pre-paid course fees to date, which will be processed by cheque or electronic funds transfer, within 10 working days on which the course ceased to be provided by DIVTEC.
  - enrolment in a later date for the same course agreed by the student and DIVTEC Training College at no extra cost
  - enrolment in another suitable course agreed by DIVTEC Training College at no extra cost.

The applicant has the right to choose between a refund of unspent prepaid course fees or to accept a place in another course. If the applicant chooses a placement in another course the applicant will be required to sign a statement that indicates their acceptance of the placement.

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## 2. QLD subsidised training incentives

- a. Prior to enrolment, DIVTEC Training College will give each student a clear refund policy that is fair, reasonable and covers scenarios relating to withdrawal by the student, program cancellation, closure of DIVTEC Training College and any other reasonable matter and that meets the standards of DIVTEC's Regulator
- b. There will be no refund for withdrawal from a Skill Set once the training has commenced
- c. If a Course or Skill Set is cancelled by DIVTEC Training College at any time during the period of a student's enrolment, a full refund of Co-Contribution Fee, Tuition Fee, Student Services and Amenities and Materials fee, and any other payments made by the student will apply.

## 3. Apprenticeship/Traineeship courses

Where an Employer has paid the Tuition Fees (and Amenities Fees where applicable) on behalf of an Apprentice/Trainee and subsequently the Apprentice/Trainee is no longer employed, a partial refund in line with the Refund Policy may be issued to the Employer upon application. The partial refund will be based on the cessation of employment date. The Apprentice/Trainee will be liable for all outstanding Fees.

## 4. Concession refunds

Where a student has paid full Tuition Fees and subsequently presents a valid Concession Card within ten (10) days of course commencement, a refund will apply providing that the Commencement Date on the Concession Card is on or before the date of commencement of training.

**\* The date the written advice of student withdrawing is received by DIVTEC Training College is considered the Withdrawal Date and is used for the calculation of any refund of monies paid in advance.**

## 5. This Fees, Charges and Refunds policy, is published on DIVTEC Training College [website](#).

Application for a refund of tuition fees in accordance with this Policy must be made in writing on the 'Application for Refund' form available from DIVTEC's administration department or the website, stating reasons and relevant details and supported by appropriate documentation where appropriate. This must be submitted to DIVTEC's administration department. **Payments of any outstanding debts to DIVTEC Training College must be made before a refund will be processed.**

Refund applications will not be processed where the signature on the Application for Refund does not match the student's signature on the Course Agreement.

6. All refunds must be approved by the CEO or their authorised delegate. Exemptions to the refund conditions may occur where the student has extenuating, or compassionate grounds as determined by the CEO or delegate.
7. Approved refunds are paid directly to the student or the person who made the payment. Under no circumstances will a payment be made to a third party without the written consent in English of the student or the person who made the payment. All refunds are made in Australian dollars, paid either directly into the nominated bank account, or via cheque. The student or the person who made the payment will be required to sign a Refund Authority form to authorise payment to a third party.
8. DIVTEC Training College will provide the student and/or employer with a statement detailing the outcome of the refund application, calculation, and payment of the refund.

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9. Students are referred to DIVTEC's *Complaints and Appeals Procedure* available from DIVTEC's administration department or from DIVTEC Training College [website](#) if they wish to appeal the implementation of this Policy.
10. This policy, and the availability of complaints and appeals processes, does not remove the right of the student to take action under Australia's *Consumer Protection Laws*. All students and clients have the right to take action under Australia's Consumer Protection Laws.

# Fees, Charges and Refunds Policy and Procedure

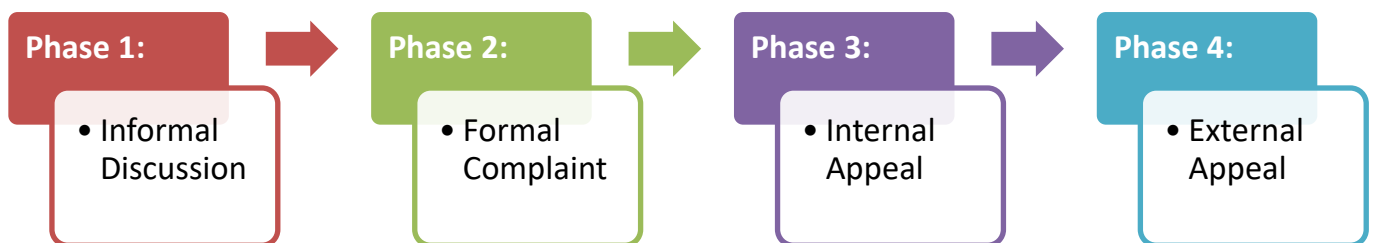
## Flow Chart

### Student Complaints and Appeals Procedure - Non-Academic Concern

#### Process

DIVTEC's Student Complaints and Appeals Policy and Procedure applies to all grievances and complaints managed by DIVTEC, either informally or formally.

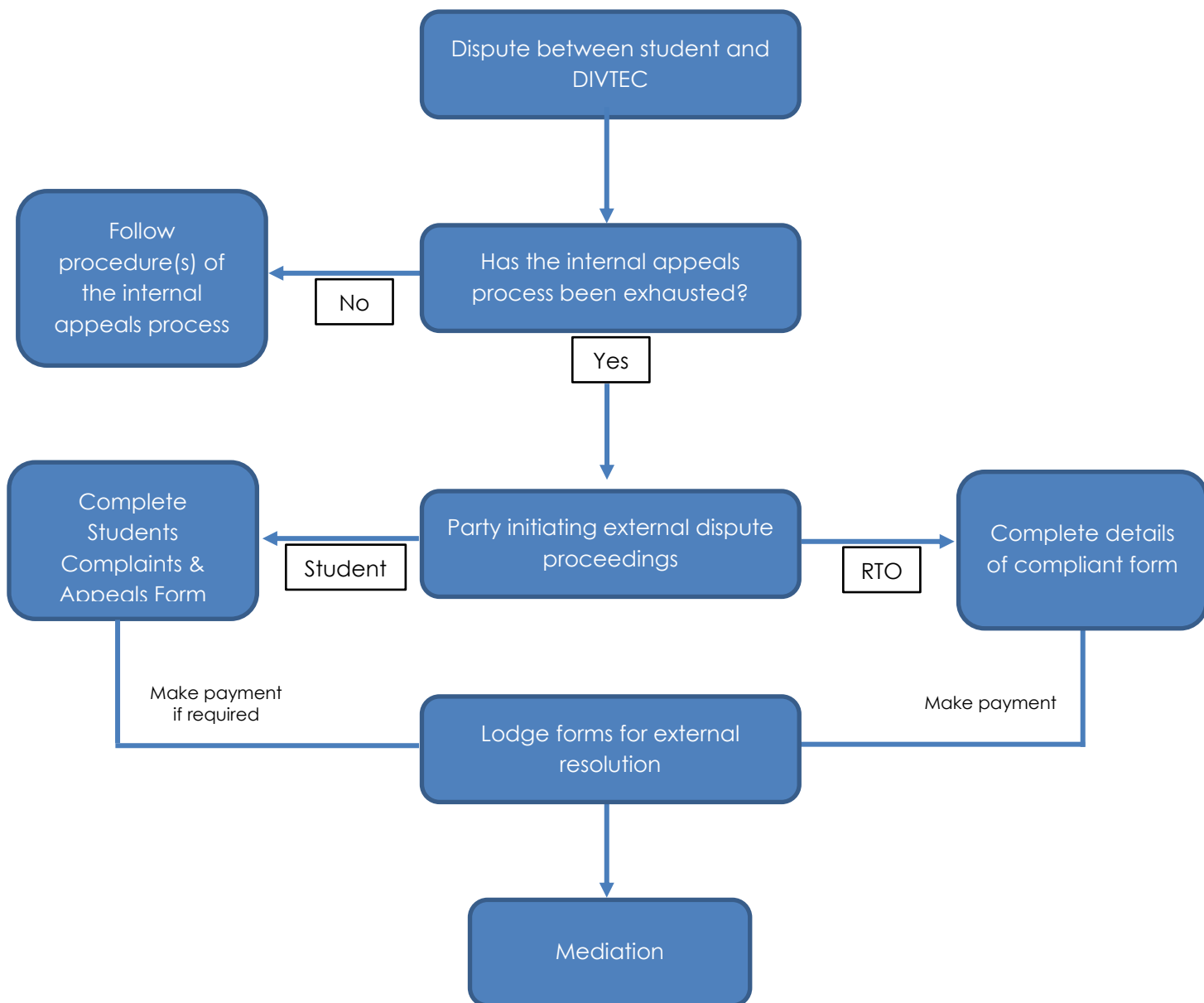
There are four (4) phases in DIVTEC Training College Student Complaints and Appeals Policy & Procedure:



All students or potential students can access each of the four phases of DIVTEC Training College Student Complaints and Appeals Policy at any time. However, it is strongly recommended that each Phase of the policy is completed before escalating to the next Phase.

# Fees, Charges and Refunds Policy and Procedure

## External Appeals Process





# Fees, Charges and Refunds Policy and Procedure

## Operating Procedure

Refund request				
Steps		Time	Process	Individual
1	Student submitted a request for cancellation of enrolment and refund	More than 5 days, less than 10 days Before the course commencement date	<i>Student will receive a refund of all monies paid, less 20% of administrative fee</i>	Student
		Within 5 days of course commencement date	<i>Student will receive a refund of all monies paid, less 50% of administrative fee</i>	Student
		On or after the course commencement date	<i>No refund will be approved</i>	Student
2	OTC Administration requests the student to complete a refund application form	Within 24 – 48 hours of refund requested by the student	<ul style="list-style-type: none"> <li>DIVTEC's Administration team sends a refund acknowledgment notification letter via VETtrak that contains a link of refund request form</li> <li>DIVTEC's Administration Officer will only process a refund request once the application of refund has been completed by the student</li> </ul>	DIVTEC's Administration Officer
3	Student to complete, sign a refund application form and submit to DIVTEC's Administration team	Student can request and submit their refund application anytime during their course enrolment duration	DIVTEC Training College Administration team will assess all refund eligibility and proceed with refund process	DIVTEC's Administration Officer
4	DIVTEC's Administration Officer to receive a returned completed refund application form from the student	Once the completed refund request form is received	<ul style="list-style-type: none"> <li>DIVTEC Training College Administration team assesses, reviews and inspect the completeness of a completed refund request form.</li> <li>DIVTEC Training College Administration team processes refund request against the procedure depicted on step #1 in on this SOP</li> </ul>	DIVTEC's Administration Officer

# Fees, Charges and Refunds Policy and Procedure

			<ul style="list-style-type: none"> <li>▪ DIVTEC Training College Administration team determines the eligibility of refund according to time and event(s) refund has been requested by the student</li> <li>▪ DIVTEC Training College Administration team provides a refund request received notification letter &gt; generated from VETtrak email to the student as an acknowledgement that the request has been received and will be processed.</li> </ul>	
5	DIVTEC Training College team processes the refund request form	Within 10 days of receiving the returned completed refund application form	<ul style="list-style-type: none"> <li>▪ Process the refund request in VETtrak against payment details documented on Xero</li> <li>▪ Request LMS administrator to suspend student's access to Moodle</li> <li>▪ Ensure that the student has successfully withdraw from their course on VETtrak on both parent and children's courses</li> <li>▪ Issue refund request notification email using VETtrak email, CC coordinator, trainer and Account Manager and Student Welfare.</li> <li>▪ Document record on VETtrak against the student's enrolment details – Course level.</li> </ul>	<p>DIVTEC's Administration Officer</p> <p>LMS administrator</p>

# Fees, Charges and Refunds Policy and Procedure

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# Fees, Charges and Refunds Policy and Procedure

## Major Version History

Date	Reason for change	Modified / Approved By (Role & initials)
7/03/2022	Policy created	Q&D – AJ
23/05/2022	Review by CEO	CEO – AW
6/12/2022	Added clause about payment of first instalment	Q&D – AJ
04/04/2023	Update all pages and structure of the document	Quality & Development Manager
05/04/2023	Update concession payment with DESBT (QLD) legislations	Quality & development Manager
19/04/2023	Updated design and layouts of the document	RTO Manager
16/04/2023	Updated P5 – Sec 2&3; and P6 – sec 1.	Quality & Development Manager