



DURBAN INTERNATIONAL COLLEGE PTY. LTD.
CRICOS Provider Number: 02915G

Durban Fees & Charges

POLICY & PROCEDURE GUIDELINE

Governance	NC- Standard 3 & Clause 5.3 & Clause 7.3 of SRTO's, Schedule 6		
Policy Reference No:	DIC-004	Version No:	3.0
Commencement Date:	January 2008	Review Date:	March 2016
Persons/Areas affected	All staff		
Purpose	The Purpose of this policy and procedure is to outline DIC's approach to managing Student Fees and to demonstrate how fees paid in advance is protected by DIC.		
Definitions	<p>ASQA means Australian Skills Quality Authority, the national VET regulator and the RTO's registering body</p> <p>Standards means the Standards for Registered Training Organisations (RTOs) 2015 from the VET Quality Framework</p>		
Policy	<p>This policy/procedure supports 'Clause 5.3 & Clause 7.3' of the Standards for Registered Training Organisations 2015 which states:</p> <p>Under Clause 5.3</p> <p>Where the RTO collects fees from the individual learner, either directly or through a third party, the RTO provides or directs the learner to information prior to enrolment of the commencement of training and assessment, whichever comes first, specifying:</p> <ul style="list-style-type: none"> • all relevant fee information including: <ul style="list-style-type: none"> ○ fees that must be paid to the RTO, and ○ payment terms and conditions including deposits and refunds • the learner's rights as a consumer, including but not limited to any statutory cooling-off period, if one applies • the learner's right to obtain a refund for services not provided by the RTO in the event the: <ul style="list-style-type: none"> ○ arrangement is terminated early, or ○ The RTO fails to provide the agreed services. <p>Under Clause 7.3</p> <p>Where the RTO requires, either directly or through a third party, a prospective or current learner to prepay fees in excess of a total of \$1500 (being the threshold prepaid fee amount), the RTO must meet the requirements set out in the Requirements for Fee Protection in Schedule 6.</p> <p>This policy/procedure also supports 'Standard 2.1 of the 'National Code of Practice for Registration Authorities & Providers of Education & Training to Overseas Students 2007'' which states:</p> <p>Prior to accepting a student, or an intending student, for enrolment in a course, the registered provider must provide, in print or through referral to an electronic copy, current and accurate information regarding the following:</p> <p>(e) Indicative course-related fees including advice on the potential for fees to change during the student's course and applicable refund policies.</p>		

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Policy	<ul style="list-style-type: none"> • Current and prospective DIC students are advised of the fees associated with a course on the relevant course outline and on the Student Agreement. In compliance with Clause 5.3 of the standards, this is provided prior to enrolment or commencement of training, whichever is first. Fee information includes: <ul style="list-style-type: none"> ○ All relevant information including fees that must be paid and payment terms ○ Deposits and refund information and conditions relating to these ○ The learners rights as a consumer including any cooling off period • DIC protects the fees paid in advance by students through following: <ul style="list-style-type: none"> ○ DIC holds current membership of a Tuition Protection Scheme approved by ASQA. If DIC is unable to provide services for which a student has prepaid, the student: will be placed into an equivalent course such that the new location is geographically close to where the student had enrolled with DIC and the student will receive the full service for which they had prepaid at no additional cost to the student. If an equivalent course cannot be found, the student is paid a refund of any prepaid fees for services that are yet to be delivered above the \$1500. • DIC course fees do not include required textbooks and learning materials. These are at additional cost of \$200 per qualification. Textbooks can be purchased from the DIC reception. • There is no fees charged to DIC students for issuance of a testamur and record of results and/ or statement of attainment. For additional copies or re-issuing of any of these documents an additional fee is applicable. This fee is currently \$50 per request. • 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. • Debts will be referred to EC credit control-debt collection agency where fees are more than 40 days past due. DIC reserves the right to suspend the provision of training and/or other services until fees are brought up to date. Students with long term outstanding accounts may be withdrawn from their course if payments have not been received and no alternative arrangements for payment have been made.
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Procedure	Responsibility
A. Deposit invoices <ul style="list-style-type: none"> • All students should pay their deposit/enrolment fee upon enrolment, preferably prior to course commencement. Raise an invoice for the amount in line with the payment schedule for the relevant course. • Students have 14 days to pay an invoice. • Keep a copy of the invoice on the student’s file. 	Admin staff

<p>C. Fee instalment invoices</p> <ul style="list-style-type: none"> • Charge fee instalments in line with the relevant payment schedule for the course. • Students have 14 days to pay an invoice. • Keep a copy of the invoice on the student’s file. 	<p>Admin staff</p>
<p>D. Receiving payments</p> <ul style="list-style-type: none"> • Payments may be made by EFTPOS, cash, direct bank transfer, credit card or direct debit. • Record payments against the relevant invoice on (insert name of financial system.) • Provide the student with a receipt. 	<p>Admin staff</p>
<p>B. Managing overdue fees</p> <ul style="list-style-type: none"> • Send out statements monthly to students to show outstanding fees. • Call students where payments are more than 14 days overdue. • Any student with an invoice over 40 days past due should be referred to the debt collection agency. • If the overdue fee accumulates for more than a month, then student will be informed via mail about the DIC’s intention to cancel the student COE on the basis of non-payment of fees & breach of this agreement. Student must contact the college in writing within 20 working days outlining their circumstances. This process is outlined in ‘Complaints & Appeals Policy / Procedure and further information on this process / decision can be gained from the Student Administration Manager. If no response is received within this timeframe the College will proceed with the reporting process. <p>(PLEASE NOTE THAT IF THE STUDENT DOESN’T PAY HIS/HER FEES ACCORDING TO THE DUE DATES AS AGREED BY THEM IN THE AGREEMENT, THE STUDENT MAY BE CHARGED LATE FEES UP TO \$50 PER WEEK-this may be waived by CEO in Extenuating circumstances).</p>	<p>Admin Staff</p>

Approval Authority:

Chief Executive Officer

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ISSUE DATE	CHANGE
April-2008	Version 1.1-Partial Revision
July-2009	Version 1.2 - Partial Revision
August -2012	Version 2.0 –Full Revision (NVR Standards 2011)
March - 2013	Version 2.1- Partial Revision (NVR Standards 2012)
March-2015	Version 3.0-Full Revision