



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

# Durban Fees & Charges

## POLICY & PROCEDURE GUIDELINE

<b>Governance</b>	NC- Standard 3 & Clause 5.3 & Clause 7.3 of SRTO's, Schedule 6		
<b>Policy Reference No:</b>	DIC-004	<b>Version No:</b>	3.1
<b>Commencement Date:</b>	January 2008	<b>Review Date:</b>	April 2019
<b>Persons/Areas affected</b>	All staff		
<b>Purpose</b>	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.		
<b>Definitions</b>	<p><b>ASQA</b> means Australian Skills Quality Authority, the national VET regulator and the RTO's registering body</p> <p><b>Standards</b> means the Standards for Registered Training Organisations (RTOs) 2015 from the VET Quality Framework</p>		
<b>Policy</b>	<p>This policy/procedure supports '<b>Clause 5.3 &amp; Clause 7.3</b>' of the Standards for Registered Training Organisations 2015 which states:</p> <p><b>Under Clause 5.3</b></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"> <li>• all relevant fee information including: <ul style="list-style-type: none"> <li>○ fees that must be paid to the RTO, and</li> <li>○ payment terms and conditions including deposits and refunds</li> </ul> </li> <li>• the learner's rights as a consumer, including but not limited to any statutory cooling-off period, if one applies</li> <li>• 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"> <li>○ arrangement is terminated early, or</li> <li>○ The RTO fails to provide the agreed services.</li> </ul> </li> </ul> <p><b>Under Clause 7.3</b></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 <a href="#">Schedule 6</a>.</p> <p>This policy/procedure also supports '<b>Standard 2.1 of the 'National Code of Practice for Registration Authorities &amp; Providers of Education &amp; Training to Overseas Students 2018'</b>' which states:</p> <p>Prior to accepting a student, or an intending student, for enrolment in a course, the registered provider must make comprehensive, current and plain English information available to overseas student or intending overseas student on:</p> <p>2.1.7 Indicative tuition and non-tuition, including advice on potential for changes in fees over the duration of a course, and the registered provider's cancellation and refund policies.</p>		

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<b>Document No:</b>	DIC-004	<b>Version No:</b>	<b>V 3.1</b>	<b>Last Modified Date:</b> April 2018
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**Procedure**

- Current and prospective DIC students are advised of the fees associated with a course on the relevant course outline and on the Student Acceptance Agreement and DIC Prospectus. 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:
- All relevant information including fees that must be paid and payment terms
- Deposits and refund information and conditions relating to these
- The learner’s rights as a consumer including any cooling off period in refund policy.
- DIC protects the fees paid in advance by students through following:
- DIC holds current membership of a Tuition Protection Scheme approved by ASQA.
- Enrolment fee is \$250 which is non-refundable.
- 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.
- DIC fee for commercial cookery Kit is \$500.
- Reassessment Fees for theory assessments is \$50 and practical assessments is \$100.
- 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.
- Discount of fees will only be at the discretion of DIC’s CEO.
- An initial deposit of one semester’s fees is payable upon enrolment as specified in the PAYMENT PLAN and the Balance of fees is to be paid on an instalment program outlined in the PAYMENT PLAN that is scheduled at the time of enrolment.
- Late payment of fees will incur the penalty (\$50 per week up to the date of payment is made) on the fees instalment owed to DIC as stated in the PAYMENT PLAN.
- Admin should call students where payments are more than 14 days overdue.
- Students that fail to pay their fees will be issued with a warning letter which may result in cancellation of their DIC enrolment and notification to the Department of Home Affairs.

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<b>Reinstatement</b>	<ul style="list-style-type: none"> <li>• Where a student has not accessed the DIC's internal complaints and appeals procedure within 20 working days after the Warning Letter was issued, and has not paid the tuition fees by the end of that period, DIC will: <ul style="list-style-type: none"> <li><input type="checkbox"/> cancel the student enrolment</li> <li><input type="checkbox"/> Notify <b>Department Of Home Affairs</b> that the international student is not enrolled and is in breach of his or her student visa;</li> </ul> <p>However, if the student access the DIC's internal complaints and appeals process in the 20 working day period after the Warning Letter was issued, the suspension or cancellation of the student's enrolment under this procedure cannot take effect until the internal/external appeals process is completed.</p> </li> <li>• A student whose enrolment has been cancelled may apply to the CEO for reinstatement within the current term, if payment is received within two weeks of cancellation of their enrolment; this is subject to CEO approval. If reinstatement is requested after the two-week period and all reinstatement criteria has been satisfied, reinstatement will take place in the following term only.</li> <li>• DIC reserves the right to withhold any Certification of qualifications achieved by the student, if student fees remain outstanding. Any information provided by student to College or that the College collects about student can be given to authorized State and Commonwealth Agencies and Tuition Protection Services (TPS) Manager.</li> <li>• Fees must be paid for repeat subjects or components of repeat subjects.</li> </ul>
<b>FAILED OR REPEAT UNITS</b>	
<b>Receiving payments</b>	<ul style="list-style-type: none"> <li>• Payments may be made by EFTPOS, cash, direct bank transfer, credit card or direct debit.</li> <li>• Credit card payments of fees will attract the surcharge of 2%.</li> <li>• Admin must record payments against the relevant invoice in VETTRAK.</li> <li>• Admin will provide the student with a receipt.</li> </ul>
<b>Debt Collection</b>	<ul style="list-style-type: none"> <li>• DIC may list the student's debt with a credit reporting agency and refer to them for the recovery of the debt.</li> </ul>

***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
April -2018	Version 3.1- Full Revision