

Fact Sheet 6: Fees & Charges

Financial Terms & Definitions

- **Enrolment Fees:** The administration fee for processing your Application for enrolment.
- **Calendar Day:** Calendar days are every day from Monday to Sunday.
- **Course Money:** Money received directly for a current or prospective student or another person who pays the money on behalf of the student for a course which the College provides or offers to provide.
- **Digital Access to Online Platforms:** This fee provides you with discounted access to the Colleges digital platform including a digital textbook and interactive learning platforms (Canvas® and Turnitin®) integrated into our online Student Management System (RTO Manager®).
- **Offer Letter:** The Contract or Agreement that states the details of your training course and all associated costs. Your Agreed payment plan is contained in your Offer Letter.
- **Overseas Student Health Cover (OHSC):** This is the amount of money that the College is to pay on behalf of the student to a registered health insurance scheme.
- **Payment Plan:** A Payment Plan can be provided to you which provides a facility to pay off your whole course. The Payment Plan allocates the full course fee over equal monthly payments. Payments are due each month regardless of when your tuition is scheduled.
- **Working Days:** Working Days are from Monday to Friday excluding public holidays.

How do I pay my fees online?

- You can make the payment of your monthly/quarterly invoices online via your student portal on RTO Manager (<https://danford.rtomanager.com.au/Default.aspx>).
- Use the student portal & pay with your Australian debit or credit card (VISA OR Mastercard ONLY)
- View the short video tutorial on the link below for instructions on how to use the online portal to make your payments
<https://youtu.be/vXtn54ffulc>

What forms of payment does the College accept?

Payments of monthly or quarterly invoices can be made using:

- Payment by Australian debit/credit card – via Commweb on the student portal (RTO Manager) – VISA AND MASTERCARD ACCEPTED ONLY
- Cash payment – payment to be made at the College reception
- Payment using international card – please call the college reception and staff will advise you (surcharge applicable)
- Payment using international bank account – please email support@danford.edu.au and we will advise you

We do not accept payments made by bank transfer or via phone unless you are paying using an international credit card or need to transfer using your international bank account.

When do I have to pay my fees?

Fees must be paid on the due date as stated in your Offer Letter. For prospective students, this includes the Course Fee, Application Fee and OSHC Fee or any non-tuition fees as stated in the agreement.

Are there additional charges if I am late paying my fees?

Yes. If you do not make the payment before or on due date and the College has not approved any extension there will be a late fee, we may charge interest (as liquidated damages 10% Currently) at the rate of two percent (2%) above the rate of interest fixed from time to time under Section 2 of the Penalty Interest Rates Act 1983.

What happens if I do not pay my fees?

If you do not pay your fees, the College will issue an 'Intention to Report' to the Commonwealth Department of Home Affairs leading to the cancellation of your Confirmation of Enrolment. However, the College will not grant a release of your Confirmation of Enrolment in the event that your enrolment is cancelled due to the non-payment of fees.

What are the penalties for the non-payment of overdue fees?

Failure to pay your fees will result in the removal of your access to the College online (LMS) Learning Management System: CANVAS;

At the absolute discretion of the College, failure to make payment by the due date may result in:

- loss of access to enrolment records, examination results and academic transcripts;
- inability to attend classes or submit assessments;
- the inability to graduate until the outstanding debt is cleared;
- cancellation of enrolment; and/or
- If you are subject to a Payment Schedule, it will be cancelled and you will have to pay the whole course outstanding balance.
- You will be liable for all reasonable expenses (including contingent expenses such as debt collection commission) and legal costs (on a full indemnity basis) incurred by us for enforcement of obligations and recovery of monies due from you to us.
- If we are required to take further legal action or refer your file to a debt collection agency. You will have 20 working days to make an appeal for more information please refer to the 'Complaints & Appeal Policy'.
- If your enrolment has been cancelled due to failure to make payment of fees to the College, you will have to re-enrol in the course if you wish to resume study, provided that you have paid the total outstanding fee in full.

What are my responsibilities?

The College is not liable for failure to notify you of a due date and it is your responsibility to keep a record of the Payment Schedule and adhere to the instalments amounts and due dates. It is your responsibility to keep all receipts and/or record receipt numbers for all transactions.

What happens to my fee liability if I defer my course?

If you wish to defer your course, you will need to complete and lodge an 'Application to Defer, Suspend or Cancel Enrolment' available at <https://www.danford.edu.au/apply/forms-and-policies/>

The College may grant or refuse the application at our absolute discretion.

If we grant the deferment of the course and you are subject to a Payment Schedule, you will still need to pay your monthly agreed tuition fee for the duration of the deferment.

Can I get an extension of time to pay my fees?

If there are special or extenuating circumstances that prevent you from making payment by the due date, you may request an extension for payment of your fees in writing to the Finance department at support@danford.edu.au

The College may reject or approve your request for an extension of time for payment at its absolute discretion. If an extension of time is granted, the due date for payment becomes the extended date.

This application or request must accompany by certified documents as evidence of financial hardship pursuant to the Compassionate and Compelling Circumstances. Request to extension after the due date will not be considered.

Are there additional fees & charges?

All fees & charges are in \$AUD

- Re-Assessment of unit: \$200 per unit of competency
- Change of course after commencement: \$200
- Unit Repeat: Full price of the unit (pro rata course fees)
- RPL charges: \$250 per unit
- Re-commencement of course after withdrawal: \$200
- Enrolment Fees: \$200
- Issue of student request letter i.e. invitation letter \$20 each letter
- Student ID re-issue \$10
- Certificate re-issue: \$75
- Statement of results re-issue: \$50
- Photocopying: 10c per page (B&W) 20c (Colour)
- Digital access to online platforms: \$100 as non-tuition fee per single course enrolled with Danford College

Complaints & Appeals

If you have discrepancy or issue regarding a fee/charge applied to your account, and you have been unable to resolve the issues with the finance department you can submit an *Application to Lodge a Complaint or Appeal Form* <https://www.danford.edu.au/downloads/forms-and-policies/>

For further details please refer to Complaints & Appeals Policy at <https://www.danford.edu.au/wp-content/uploads/2022/08/Complaints-Appeals-Policy.pdf>

These Terms shall be governed by and interpreted according to the laws of Victoria and the parties' consent and submit to the jurisdiction of the Courts of Victoria/ Australia.

Notwithstanding that any provision of the Terms may prove to be illegal or unenforceable pursuant to any statute or rule of law or for any other reason that provision is deemed omitted without affecting the legality of the remaining provisions and the remaining provisions of the Terms shall continue in full force and effect.

"This policy, and the right to make complaints and seek appeals of decisions and action under various processes, does not affect the rights of the student to take action under the Australian Consumer Law if the Australian Consumer Law applies.

Disclaimer:

*Prices true and correct at the time of publishing.
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Where to obtain more information

support@danford.edu.au

<https://www.danford.edu.au/>