



Believe,
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Grow

ACS
PROFESSIONAL
YEAR
PROVIDER

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Professional Year Program

ISO SOP 13:

Student Fees & Charges Policy

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1. Scope

Danford College has established a range of fees and charges for the (ACS) Australian Computer Society Professional Year Program.

This Policy applies to all prospective and currently enrolled Students studying at the College.

2. Disclaimer

Danford College reserves the right to alter and update the fees and charges contained in this policy on a periodical basis. Students will be informed of the change of Fees & Charges on a regular basis.

3. Responsibility

The Chief Executive Officer has overall responsibility for this Policy, which is administered through the Head of Compliance.

4. Definitions

Application Fees: This fee refers to the fee incurred in the administration and processing of applications for the purpose of enrolment.

Calendar Day: Calendar days are every day from Monday to Sunday.

Course Fees: This refers to 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.

Debitsuccess®: The commercial company that has an arrangement with Danford College for the Direct Debit payment of Student's fees.

Digital Access to Online Platforms: This fee provides Students with discounted access to our digital platform including a digital textbook and interactive learning platforms (Canvas and Turnitin) integrated into our online Student Management System (RTO Manager).

Late Payment Fee: The amount indicated payable by the customer to Debitsuccess for each reversal of a payment initiated by Debitsuccess in accordance with their contract. The customer authorises Debitsuccess® to add any fees owing under this clause to any future instalments paid by the customer.

Offer Letter & Acceptance Agreement: The Offer Letter refers to the Contract or Acceptance Agreement that states the details of your training course and all associated costs. The agreed Payment Schedule is contained in the Offer Letter.

Payment Schedule: A Payment Schedule can be provided to Students provides a facility to pay off their whole course. Payments are due each month as per the signed Payment Schedule contained in the Offer Letter. The Payment Schedule allocates the full course fee over equal monthly payments. Payments are due each month regardless of when their tuition is scheduled.

5. Offer Letter & Acceptance Agreement

The College will enter into a signed contract with each Student called the Offer Letter & Acceptance Agreement. This document is subject to the following terms and conditions:

ISO SOP-13- Student Fees & Charges Policy NovaCore\ACS Professional Year\Policy
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Vikas Wadhwa

Agreement which each Student will sign prior to enrolling and accepting money from them.

The Offer Letter & Acceptance Agreement lists the following items:

- The course/s in which the Student is enrolled;
- Terms & Conditions of enrolment;
- An itemised list of course money payable by the Student;
- Information in relation to refund of course money;
- Students obligations to notify the College of a change of address and contact details;
- Information about refund of course money in the event of Student or College default.

Payment of Deposit

- All Students must pay the deposit and any associated non-tuition fees as specified in their Offer Letter & Acceptance Agreement.

6. Program Fees

Item	Course tuition fees	Initial course tuition fees	Material fee	Digital Access Fees	Total initial Payable
Enrolment fees					\$0.00
DCPYP/ACS Professional Year Program Information Technology (PYIT) *	\$11,350.00*	\$1,450.00	\$0.00	\$0.00	\$1,500.00
Miscellaneous Fees					\$0.00
Total Fees Due prior to Commencement	\$11,350.00*	\$1,450.00	\$0.00	\$0.00	\$1,500.00
Balance remaining after initial deposit	As per Payment Schedule				

7. Additional Fees & Charges

The Australian Computer Society (ACS) Professional Year Program (ICT) is delivered under license by Danford College and as such ACS & Danford College may impose a range of fees which may be payable by the Student.

Academic Records: One copy of the Academic Record (also known as Academic Transcript and/or Certificate) will be available free of charge once Student has completed the course satisfactorily and paid all fees. Additional formal records are available on request upon payment of fee.

Course Enrolment Variations: All fees are due and payable to the College in the event a Student abandons the course

Digital Access to Danford College Online platforms: This provides Students with discounted access to our digital platform including a digital textbook and interactive learning platforms (Canvas & Turnitin) integrated into our online Student Management System (RTO Manager).

Enrolment Fee: All prospective Students have to pay an enrolment fee unless waived by the Admissions Department. Enrolment fees are non-refundable and cover administrative costs.

Reassessment Fee: Students are charged this fee when they are required to re-take units and assessments owing to NYC results. It covers all administration costs associated with the reassessment.

Replacement Student Card: All Students receive one free ID card. A fee is applicable for replacing a lost card.

Student Request for Letters: Students may request letters for general purposes, which will incur a charge. These letters may include:

Transfer from One Course to Another: Fees will not be transferred to another educational institution.

In the event a commencing or continuing Student does not arrive in time to commence classes, the College may, in its absolute discretion, not permit the Student to commence studies and defer or cancel the Student's enrolment. Fees will need to continue to be paid as per the Student's payment Schedule. There will be no refund of monies paid.

Changing from One Student Cohort to Another: If a Student has to change from one Student cohort in the Professional Year Program to another due to unforeseen circumstances this may be approved or rejected at the absolute discretion of the CEO and ACS. In this case a Transfer Fee may be applied. If the Student has is paying monthly fees as per the Payment Schedule this will still apply.

ITEM	DESCRIPTION	FEE (\$ AUD)
Enrolment	Late Enrolment Fee	\$220.00 + \$160 per missed scheduled class
Internship	Submission of Transfer Form before the Internship sourcing process has commenced more than 14 days before PE online course start date (*) (During the first 30 weeks of PY program)	\$220 (Plus. GST) + Danford Administration Fee
Internship	Submission of Transfer Form after the Internship sourcing process has commenced with more than 14 days before PE online course start date (*) (After week 30 of the PY program) <i>Danford College may have to pay Internship provider for re sourcing placement. Note (*): The penalty fees applied by Australian Computer Society (ACS) and Danford administrative costs.</i>	\$2,210 (Plus. GST)
Course Withdrawal	Student Withdrawal Refund No refund of tuition fees if written notice of withdrawal is received after the commencement of the program	No Refund
Administration Course Fee	Interest rate (accrued daily, capitalized monthly)	5% p.a.
Class Tuition	Make Up class	\$ 20 per hour (\$160 per day)
Application Fee	Non-Refundable Fee	\$200.00
Late Payment Fee	Late Payment of Invoice	12% of the Total Invoice Price
Re-Assessment Fee	Re-Assessment of a unit	\$200.00 per Unit
Change of Course	Change of course after commencement into another Student cohort	\$220.00 plus \$160.00 per scheduled class
Module/Unit Repeat	Full price of the Unit (Pro-rata Course Fees) Each unit is 8 hours Each Module is 4 Units	\$ 160.00 per Unit plus \$220.00 ACS total \$ 380.00 \$ 640.00 per Module plus \$220.00 ACS Total = \$ 860.00
Re-Commencement	Course re-commencement of course after withdrawal <ul style="list-style-type: none"> Submit for re-enrolment into the PY Program - full fees* \$3,630 (+ GST) + \$200=\$3830+ GST Submit for re-enrolment into the PY Program - partial fees: \$1,210 (+ GST) + \$200 Submit for re-enrolment into a PE Online Course~\$900 (+ GST) =\$200 Waived/reduced fee as directed by ACS (Written evidence required) 	Re-commencement Fee: \$4213.00 Partial Fee: \$1551.00 PE Online: \$1210.00 + Any outstanding amount from the previous Payment Schedule

Letters	Issue of Student request of letter <ul style="list-style-type: none"> • Invitation Letter • Bank Letter • Attendance Letter • Student Confirmation Letter • Student Reference Letter 	\$20 each letter
ID Card	Student ID Card Re-Issue	\$10.00
Document Re-issue	ACS Results Transcript Certificate of Attainment (ACS & Danford) Issue	\$150.00
Photocopying	Black & White Colour	10 cents per page 20 cents per page
Administration Fee	Payment Dishonour Fee	\$20.00
Digital access to online platforms	Non-tuition fee per single course	\$100.00
Debitsuccess	Initial Set Up Fee (Collected with 1 st payment instalment)	\$12.00
Debitsuccess	Monthly Transaction Fee (Collected with Each Payment/Debit) Bank Account Debit Credit Card Payment (Visa & Mastercard)	\$2.50 excluding GST 3.75% plus GST
Debitsuccess	Administration Fee for Payment Dishonour	\$14.95
Debitsuccess	<p>The following Fees may also be deducted from the Student's Account</p> <ul style="list-style-type: none"> • Administration Fee: A maximum amount of \$110.00 payable only once when the product is first established. The Fee could vary between \$0.00 and \$110.00 depending on the student's arrangement with their merchant. For example: The Student may be charged a one-off fee of \$10.00 if so it will be clearly indicated on the DDR Form that the Student completes with their merchant. • Reversal Fee: Up to \$15.00 on the Dishonour of a payment. • Debt Collection*: \$50.00 Plus 25% of the full outstanding balance. Due on cancellation of the product due to the Student's failure to pay the required amount under the Customer/Membership contract resulting in the referral of their account to Debt Collection. For example, if the Student's outstanding balance was \$200.00, the Debt Cancellation Fee owing, in addition to the outstanding contract balance of \$200.00 will be \$100.00 comprising of \$50.00 plus 25% of the remaining balance. (i.e. 25% of \$200.00). * This fee will only be charged if Debitsuccess provides Debt Collection Services to the business providing goods and services to the Student. If this is the case, the terms relating to Debt Collection Services set out in the customer/membership agreement will also apply. <p>The Fees noted in this section are the maximum amount charges by Debitsuccess in relation to the provision of the product. The actual amount payable are set out in the Customer/Membership Contract. Students will be notified in writing of the amount that they pay before the product is issued to them.</p> <p>This short form PDS Product Disclosure Statement is dated 7 December 2016 and provides a summary of key information in the Product disclosure Statement as at this date. Debitsuccess will provide Students with a Product Disclosure Statement (PDS) free of Charge on request.</p> <p>Suspending the Payments: Suspension of payments may be possible under the terms of the Student's Facility Membership Agreement. Payments may be suspended for a minimum of 2 weeks at a time so long as the total time suspended within the minimum term does not exceed 6 weeks. To suspend payments, the Students should contact Debitsuccess at least 3 days prior to the date of the first suspended payment. There is a charge of \$5.00 per week while the contract is suspended unless a different fee is specified on the front of the Student's Contract. Any time spent on suspension will be added to the minimum term of the Contract so that the sum of the instalments payable for the minimum term or number of payments shall still be payable regardless of any suspension or suspension charges made.</p>	

	Debitsuccess would be unable to process individual credit card transactions where the value exceeds \$1000.00 and \$2000, student will need to provide Bank Account details where the value exceeds \$1000.00 and \$2,000
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8. Payment Schedule

Program fees are payable in instalments as per the signed Offer letter & Acceptance Agreement. Students applying for the Payment Schedule are bound by its Terms & Conditions. Payment Plans cannot be applied retrospectively.

Tuition fees must be paid according to the Payment Schedule. Late payment of instalments will incur a late payment fee.

Students will not be able to continue in their Program if monthly payment instalment are not paid by the due date shown on the invoice unless the Finance Manager approves an extension arrangement. Non-payment of fees by the due date without an approved extension from the Finance Manager may lead to cancellation of Student's enrolment.

COURSE	FEE NAME	AMOUNT	Due Date
DCPYP/ACS Professional Year Program Information Technology (PYIT)	Fee Instalment: 1	\$1,500.00	Prior to Commencement
DCPYP/ACS Professional Year Program Information Technology (PYIT)	Fee Instalment: 2	\$1,500.00	21 days after enrolment date
DCPYP/ACS Professional Year Program Information Technology (PYIT)	Fee Instalments:		As per Offer Letter

9. Fee Payment: Bank Deposit

Students can pay their fees:

IN FULL UP FRONT IN ADVANCE by payment into the Danford College bank account (Details Below)

For payment of fees **IN FULL UP FRONT IN ADVANCE** please use the following bank account information:

Course fees and application fees (where applicable) must be paid to Danford College prior to commencement of the course, as outlined below.

Danford COLLEGE BANK DETAILS			
Account Name: Star Gazers Education Pty Ltd T/AS Danford College			
BSB:	063-020	Bank:	Commonwealth Bank
Account Number:	10470675	Swift Code:	CTBAU2S

An application will not be processed until the Application Fee is received. There is no possibility for the deferment of fees. Once accepted, the Student is responsible for the full Program Fee (& Application Fee if it is not waived).

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It is the Student's responsibility to pay all fees on time as scheduled in the Letter of Offer. The Student should always include his or her name as an identifier when transferring or depositing Application and Program Fees.

Students should provide a copy (screen capture, scanned copy or hard copy) of the EFT receipt or deposit slip to Danford College Finance Department with every payment.

10. Fee Payment: Debitsuccess®

Debitsuccess®: Payment Schedule-Monthly Instalments by Direct Debit

<https://www.debitsuccess.com.au/>

Students can also elect to pay their fees by:

MONTHLY INSTALMENTS BY DIRECT DEBIT by signing up with "Debitsuccess®"

Once the Direct Debit is set up, if any of the Students payment instalments are unsuccessful due to insufficient funds in their account, they will be charged an extra \$20 (AUD) on the re-attempt as an administration fee.

- Danford College only accepts course fee payments for this course by direct debit arrangements through the commercial company called 'Debitsuccess®' unless Students pay for their fees IN FULL IN ADVANCE of course commencement";
- The Student will need to sign up with 'Debitsuccess®' to make direct debit payment arrangements (if not paying full amount up front);
- The link to 'Debitsuccess®' will be provided to the Student prior to their enrolment being confirmed;
- If the Student fails to sign up with 'Debitsuccess®' Danford College will be unable to accept their enrolment;
- "Debitsuccess®" charge:
 - a. An initial set up fee of AUD \$12.00 which is collected with the first payment instalment;
 - b. A rejection or reversal fee of AUD \$14.95 which is charged for each unsuccessful payment/transaction;
 - c. A monthly account keeping fee flat rate of AUD \$2.50 per bank transaction (excluding GST) for all direct debit account transactions;
 - d. A surcharge of 3.75% plus GST on all Credit Card (Visa and Mastercard) transactions

11. Fees: Terms & Conditions

In addition to the Payment Schedule, Students must agree to the following conditions regarding payment of fees:

- If the Student's payment is unsuccessful their outstanding account for the total course fees may be referred to the debt collection agency;
- The Student must pay the tuition instalments according to the Payment Schedule;
- It is the Student's responsibility to keep a record of the Payment Schedule and adhere to the instalment amounts and due dates;

- It is the Student's responsibility to keep all receipts and/or record receipt numbers for all transactions;
- The conditions relating to fees specified in the 'Offer Letter & Acceptance Agreement', which the Student signed as part of the enrolment process, are also applied here;
- If Danford College does not receive payment on the due date, the College may charge interest (as liquidated damages: currently 10%) and at the rate of two percent (2%) above the rate of interest fixed from time to time under The Penalty Interest Rates Act 1983: Section 2.
- If the Student does not pay their fees, Danford College will issue an 'Intention to Report' to the Australian Commonwealth Department of Home Affairs leading to cancellation of their enrolment.
- If the Student withdraws from their studies after the commencement of their course, they will be required to pay the balance of their tuition fees before cancellation of your enrolment will be processed.

Fees Protection: Danford College warrants that it maintains appropriate retained funds in its bank account to enable continuance through to completion of the Program and/or assessment once the Student has commenced their Professional Year Program. All prospective Professional Year Program Students will be given a Professional Year Program Offer Letter & Acceptance Agreement stipulating upfront payments, payment by instalments and due dates.

Danford College will only accept fee payments from prospective Students only after the completed Professional Year Program Agreement is received, approved and authenticated.

Non-Refundable: The Application Fee \$200 (AUD) is non-refundable under any circumstances.

Transfer of Fees: All fees are non-transferable.

12. Penalties for Non-Payment of Overdue Fees

Failure to pay fees will result in the removal of the Student's access to the Danford College (LMS) Learning Management System: CANVAS and Zoom application;

For Students who are not subject to a Payment Schedule, the course fees are due upfront on or before the course commencement date.

For Students who are subject to a Payment Schedule, instalment payments are due on the dates outlined in the Payment Schedule as per the Offer Letter & Acceptance Agreement. Payments are due on a monthly basis.

Danford College will provide with the Student with Invoices prior to the payment due date.

It is the Students responsibility to:

- provide Danford College with their current mailing address, pursuant to obligations under their Visa conditions. Notifications may also be given to the Student in person and a confirmation from the Student will be placed on their file.
- Keep a record of the Payment Schedule and adhere to the instalments amounts and due dates
- keep all receipts and/or record receipt numbers for all transactions.

Notwithstanding clause above, the College is not liable for failure to notify the Student of a due date.

If the Student fails to make a payment by the due date Danford College 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 *The Penalty Interest Rates Act 1983: Section 2.*

- Issue an 'Intention to Report Letter' to the Australian Commonwealth Department of Home Affairs leading to cancellation of all the Student's enrolment.

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

- loss of access to enrolment records, test results & academic transcripts;
- Inability to attend classes or submit assessments;
- Cancellation of the Student's access to the digital (LMS) Learning Management System: CANVAS and Zoom account;
- The inability to graduate until the outstanding debt is cleared;
- Cancellation of enrolment; and/or

If the Student is subject to a Payment Schedule, cancellation of the Payment Schedule such that they will be required to pay the whole course outstanding balance.

Students 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 the Student to Danford College.

All sums outstanding become immediately due and payable by the Student to us if they default in paying any sums due, the Student becomes bankrupt or commit any act of bankruptcy, or have judgment entered against them in any court, notwithstanding the provisions of any other clause in these Terms.

If we are required to take further legal action or refer the Student's file to a debt collection agency the Student will have 20 working days to make an Appeal.

If the Student's enrolment has been cancelled due to failure to make payment of fees to Danford College, the Student will have to re-enrol in the course if they wish to resume study, provided that they have paid the total outstanding fee in full.

13. Course Deferment

If a Student wishes to defer their course, they will need to complete and lodge an 'Application to Defer, Suspend or Cancel Enrolment' available at Reception or on our website along with an ACS Transfer Form.

Once Danford College receives the application to defer their course, they may grant or refuse the application at our absolute discretion.

If Danford College grants the Student a deferment of the course and the Student is subject to a Payment Schedule, they will still need to pay their monthly agreed tuition fee for the duration of the deferment.

14. Payment Extensions

If there are special or extenuating circumstances that prevent the Student from making a payment by the due date, they may request an extension for payment of their fees in writing to the Finance Manager at finance@danford.edu.au. Danford College may reject or approve their 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 be accompanied 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.

15. Protection of Tuition Fees & Charges

In the unlikely event that Danford College is unable to deliver a course to a Student that they have paid for:

Danford College will either:

- Offer the Student enrolment into an alternative course at no extra cost that they accept or:
- pay the Student a refund of their unspent pre-paid tuition fees paid to date (tuition paid / number of weeks of delivery x number of weeks not delivered) within 2 weeks of the day on which the course ceased to be provided. (this is called a provider's 'default obligations'),

Students have the right to choose whether they would accept a refund of tuition fees or to accept a place in an alternative course. If Student chooses placement in another course, the Student will sign a new written agreement with the College to indicate the Student accepted the placement.

16. Refund Policy

Full Refund

Danford College will provide a full refund (tuition fees and insurance fees) within 28 days of receipt of written notice of cancellation where:

- Danford College is unable to offer the Professional Year Program and where a suitable alternative cannot be provided;
- Danford College refuses the application for enrolment; or
- When written notice of cancellation is received more than 28 days prior to commencement of the Professional Year Program. Please note enrolment fees are non-refundable.
- If the Student withdraws from their studies after the commencement of their course, they must pay the balance of their tuition fees before cancellation of their enrolment.

No Refund After Commencement

- In the event that a Student cancels their enrolment and requests a refund after the course commencement date, there is no refund of any monies paid to Student.
- If Student starts a class and wants to withdrawal (any time after enrolment) all fees, charges and payments to Danford College paid for change of mind or other reasons will become non-refundable. This means, there will be no refund if Student wants to withdrawal at any time after enrolment.
- Students who withdraw after the commencement of the Program are liable for all tuition fees.

How to Apply for Refund

- Requests for refund must be made in writing using the 'Request for Refund' Form which can be downloaded at www.danford.edu.au or is available at Reception. Note: Refunds due to the Student will be paid within 20 working days of receiving a completed Request for Refund Application Form.
- Payment of Refund: All refunds for which a Student is eligible will be forwarded to the person who paid the fees.
- Written authorisation from the Student, or entity, is required before refunds can be made payable to any other party. The Student should submit this authorization with their written request for refund.
- All Student refunds are made in Australian Dollars (\$AUD).
- Danford College will provide the Student with a statement detailing the calculation of the refund.

Complaints & Appeals: If the Student is not satisfied that the refund has been accurately calculated, they can access the College's Complaints & Appeals process.

Australia's Consumer Protection Law: This policy and the availability of complaints and appeals processes does not remove the right of a Student to take further action under Australia's Consumer Protection Law.

Approval: All refunds must be approved by the CEO. Exemptions to any of the above mention cases may only occur where the Student has extenuating or compassionate grounds as determined by the CEO.

17. Complaints & Appeals

Should a Student have discrepancy or issue regarding a fee/charge applied, they can submit a Complaint or Appeal Form. (Available at the Reception and on Danford College website).

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.

18. Related Documents

- Offer Letter & Acceptance Agreement
- Professional Year Program Brochure
- Professional Year Program Handbook
- ACS Frameworks
- Complaints & Appeals Policy

End of Document