

POL012_Student Fees and Charges Policy

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1. Scope

Student Fees & Charges Policy outlines the conditions and process of fees payable by students for the enrolled courses. Danford College establishes a range of fees and charges for various courses on its scope of registration.

The Student Fees & Charges Policy is in accordance with:

- ESOS ACT 2000
- ESOS National Code 2018: Standard 2 (2.1.7), Standard 3 (3.1, 3.3.4, 3.3.5, 3.3.8), Standard 10.
- Standards for RTOs 2015: Standard 3 (3.3), Standard 5 (5.3), Standard 7 (7.3)

The Policy applies to all prospective and currently enrolled students studying at Danford College. Additionally, it is applicable to all the relevant staff members from but not limited to the Finance, admissions, administration and academic departments.

2. Purpose

The purpose of this policy is to establish and outline a comprehensive and standardized process for Student Fees & Charges. The policy aims to achieve the following objectives:

- Outline tuition and non-tuition fees and methods of payment of fees
- Outline conditions under which extension for payment of tuition fees is provided including for payment schedules
- Outline the penalties for non – payment of overdue fees
- Outline the information provided to students regarding fees & charges prior to enrolment and after the course commencement
- Outline the provision for protection of tuition fees & charges
- Outline students' rights to complaint and appeal

3. Fee Payment

Danford College will enter into a signed agreement (Letter of Offer) with the student prior to enrolling and accepting money from the student.

Letter of Offer lists the following items

- Identifies the course/s in which the student is enrolled
- Conditions of Enrolment, if any
- Provides an itemised list of course money payable by the student
- Provides information in relation to refund of course money
- Sets out the circumstances in which personal details regarding the student can be disclosed
- Advises the student of his/her obligations to notify the College of a change of address and contact details

The Letter of Offer also includes information in relation to refund of course money in the event of student or the College default.

By accepting an offer and signing the Letter of Offer, an intending student is entering into a contract to pay course fees by the due date. The published fee at the time of enrolment will remain the same until completion of that course.

All students must pay the deposit and any associated non-tuition fees as specified in their Letter of Offer and Student Agreement. Once the money is cleared into Danford College's bank account a Confirmation of Enrolment (CoE) will be issued by Danford College.

Payment can be made by the following methods:

- Internet transfer to the bank
- Cash deposit at the bank
- Pay cash at the college reception
- Pay over the phone by card, ring reception on 96421667 (overseas card attracts a surcharge and we accept VISA or MasterCard only)
- Pay by card at the college reception (overseas card attracts a surcharge and we accept VISA or MasterCard only)

Fees and charges must be paid prior to the course commencement. For prospective students, this includes the Course Fee, Application Fee and OSHC Fee or any non-tuition fees as stated in the offer letter and signed agreement. Students enrolled into package course are required to pay the fees and charges for all the enrolled courses prior to the course commencement. It will be the student's responsibility to retain a copy of the payment receipt provided by Danford College. All the records of payments are maintained in RTO Manager by Danford College and student can access the details via student portal on RTO Manager.

3.1 Variation in Fee Payment

Any variation to this enrolment, including enrolment into a new course, may incur fee increases. In this instance, the course fee applicable at the time of new course enrolment will remain the same.

Additional fees may be applicable as outlined in the Fees Variation (refer section 4 of the policy).

3.2 Payment Schedule

Danford College recognises being an international student, students may experience hardships in paying full tuition fees prior to the course commencement. As a result, Danford College offers a payment schedule to students. The payment schedule information is provided to the students in the Letter of Offer provided to the student prior to issuing the CoE.

As per the payment schedule, any fees due will be on the 1st of the specified month, if not on the course commencement date.

Danford College will not offer payment schedule to students retrospectively after the course commencement.

3.3 Payment Extension

If there are special or extenuating circumstances that prevents the student from making payment by the due date, the student may request an extension for payment of fees in writing to the Finance Department at support@danford.edu.au prior to the due date of the fee payment. Request for extension after the due date will not be considered.

All extension requests are required to be submitted with supporting documents providing evidence for the reason specified. The Finance Manager or (delegate) may reject or approve your request for an extension of time for payment at its absolute discretion and based on the evidence provided.

If the extension is granted, the due date of fees payment remains the same as original due date in the system. Students may continue to receive the auto – generated warning letters by the system. The process will be followed as per the original due date.

Students failing to pay the fees by the due date will receive an intent to report letter and subsequently will be cancelled via PRISMS and reported to DHA. For more information, refer to section 5 – Penalties for non – payment of overdue fees.

3.4 Deferment of Course and Fee Payment

If a student is approved of course deferment, the student is required to follow the payment schedule as outlined in the signed Letter of Offer and agreement. Student will need to pay their fees as per the payment schedule. Deferment of studies will not lead to deferment of payment of fees of the course.

Under special compelling and compassionate circumstances, the Finance Manager or (delegate) may approve of deferring the fee payment at absolute discretion.

For more information regarding deferment of course, please refer to the 'POL009_Deferment, Suspension or Cancellation of Student Enrolment Policy'

3.5 Cancellation/withdrawal of course

In the event that a student seeks and is granted approval by Danford College to transfer to another provider prior to completion of six months' study of the principal course, student is required to pay the remainder of course fees before a release is provided. There is no refund of any monies paid to Danford College for the enrolled courses including any packaged course. For more information refer to 'POL010_Overseas Student Transfer Policy'.

A student who seeks to cancel or withdraw from the enrolled course prior to the course commencement will receive refunds as outlined in the 'POL013_Student Fees Refund Policy'. In the event where a student withdraws from a course after the course commencement date, student will not receive refund of any monies paid to Danford College

including for any packaged courses. For more information regarding fees refund refer to 'POL013_Student Fees Refund Policy'.

4. Other fees and charges

In addition to course tuition fees, student may be required to make some additional payment under certain circumstances as outlined below:

Item	Fee (\$AUD)
<p>Enrolment Fees (Mandatory)</p> <p>All prospective students have to pay an enrolment fee unless waived by the Admissions Department. Enrolment fee are non-refundable, non - transferable and cover administrative costs.</p>	\$200
<p>Re-Assessment of a Unit of Competency</p> <p>For re-assessment of a unit of Competency and assessments owing to NYC results. The fee covers all administration costs associated with the re-assessment (please refer to the 'POL006_Assessment Policy' for further details)</p>	\$200 per unit of competency
<p>Change of course after commencement Fee</p>	\$200
<p>Re-enrolment Fee (per Unit of Competency)</p> <p>Applies when the student re-enrols in a unit of competency to redo the unit for the second time due to a result of NYC.</p>	Full price of the unit (pro rata to course fees) + \$200 (re-enrolment fee)
<p>Recognition of Prior Learning Fee: RPL charges</p>	\$250 per unit
<p>Re-commencement of Course Fee: after withdrawal Fee</p>	\$200
<p>Replacement Student Card</p> <p>All students receive one free ID card. A fee is applicable for replacing a lost card.</p>	\$ 10 Student ID re-issue
<p>Academic Records (Document re-issue)</p> <p>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 or unit satisfactory and paid all fees. Additional formal records are available on request upon payment of fee.</p>	<p>\$ 50 Statement of results re-issue</p> <p>\$ 75 Certificate re-issue</p>

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<p>Digital Access Fee (Mandatory)</p> <p>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® and Turnitin®) integrated into our online Student Management System (RTO Manager®).</p>	<p>\$100 as non-tuition fee per single course you are enrolled with Danford College</p> <p>\$200 for courses with 2-year duration</p>
<p>Overseas Health Cover</p> <p>Danford College can assist students with the OSHC or they may choose to arrange their own cover. It is the responsibility of continuing students to ensure that they maintain their Overseas Student Health Cover throughout their stay in Australia.</p>	

5. Penalties for Non-Payment of Overdue Fees

If the student is subject to a Payment Schedule, instalment payments are due on the dates outlined in the Payment Schedule as per the signed Letter of Offer and agreement.

If the student is not subject to a Payment Schedule, their course fees are due upfront on or before the course commencement date.

Danford College has a systematic process applicable for payment of fees and/or non – payment of fees. The process is as follows:

Timeline	Action
15 days prior to due date	Invoice auto – generated in Xero as a draft. To be approved by finance department.
14 days prior to due date	<p>Invoice Sent to students via email</p> <p>New Students: The College sends the invoice to the student as per payment schedule once the student has commenced.</p> <p>Continuing Students: Invoice Sent to students for payment of their fees 14 days prior to the due date. (except in event the 14 days falls on a public holiday or the 14 days prior falls on the weekend then we send it the next working day)</p>
7 days prior to due date	Auto reminder sent from Xero to students via email
1 day prior to due date	Reminder Notification Sent: Students will be sent a reminder notification of fees via email from RTOManager

Due Date	Students are required to pay the fees
1 – 6 days overdue fees	Finance department to follow up with students via email/call/SMS
6 days overdue fees	Auto – reminder email will be sent via Xero
7 days overdue fees	First Warning Letter Sent - -Students will receive the First Warning Letter advising them that they have 7 days to pay the invoice. The College will waive any late fee that has accrued to this date. At this stage the student will not be allowed to attend their classes or submit assessments until they have made the payment.
8 – 13 days overdue fees	Finance Department to follow up with students via email/call/SMS
13 days overdue fees	Auto reminder email will be sent via Xero
14 days overdue fees	Final Warning Letter Sent: (14 days after invoice payment was due) A final warning letter will be issued to the student via RTOManager. Student may also be charged late fee calculated as per below
15 – 20 days overdue fees	Finance Department will continue to follow up via email/call/SMS. Administration Department and Student Support Team will be asked to follow up with the students.
20 days overdue fees	Auto reminder email will be sent via Xero
21 days overdue fees	Intent to report (ITR) letter is sent to the student via RTOManager
22 days or more overdue fees	Finance Department will continue to follow up via email/call/SMS.
20 working days after ITR	If student did not appeal within 20 working days of issuing of ITR, student enrolment will be cancelled under non – payment of fees and reported to DHA via PRISMS. The College will take further action as necessary (including but not limited to referring the case to the debt collection agency).

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

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

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- Charging 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.
- Will result in the removal of their access to the Danford College online learning platform CANVAS®;
- Inability to attend classes or submit assessments;
- The inability to graduate and/or receive the certificate and/or statement of attainment 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 the College for enforcement of obligations and recovery of monies due from the student to the College if we are required to take further legal action or refer your file to a debt collection agency.

If the student's enrolment has been cancelled due to failure to make payment of fees to Danford College, they will need to clear the debt and re-enrol in the course if they wish to resume study.

6. Protection of Tuition Fees & Charges

In the unlikely event that the college is unable to deliver the course in full, the student will be offered enrolment into an alternative course at no extra cost.

If the student accepts to change to an alternative course, the student will receive a new Letter of Offer. Upon accepting the offer and signing the Letter of Offer, Danford College will issue a new CoE.

Alternatively, the student will be refunded the unspent portion of the tuition fees paid to date (tuition paid / number of weeks of delivery x number of weeks not delivered) within 14 days on which the course ceased to be provided

In the unlikely event that the College is unable to deliver a course and the College is unable to provide a refund or place the student in an alternative course, Tuition Protection Service (TPS) will assist the students in finding an alternative course or to get a refund if a suitable alternative is not found.

For more information regarding TPS and refunds, refer to the 'POL013_Student Refund Policy'.

7. Complaints and Appeals

All students enrolled at Danford College have the right to access the complaints and appeal process at no cost should they be not satisfied with an outcome provided by the College or received an intent to report letter within 20 working days.

In the event a student lodges an internal appeal:

- The student must remain at the College and comply with the student responsibilities during the internal appeal process;
- Danford College will not cancel the student enrolment while the internal appeal is in process.

If the student has exhausted the internal appeal process and is not satisfied with the outcome of the internal appeal process, the student has the right to appeal externally with the Commonwealth Ombudsman with minimal or no cost within 10 working days of concluding the internal appeal. The student must inform Danford College in writing if they have appealed externally within 10 working days.

Below are the contact details for the Commonwealth Ombudsman:

GPO Box 442

Canberra ACT 2601

Email: ombudsman@ombudsman.gov.au

Tel: (in Australia): 1300 362 072 Tel: (outside Australia): +61 2 6276 0111

For more information please refer to Danford College's POL007_Complaints and Appeals Policy

8. Associated Documents

- POL007_Complaints and Appeals Policy
- POL009_Deferment, Suspension or Cancellation of Student Enrolment Policy
- POL010_Overseas Student Transfer Policy
- POL013_Student Fees Refund Policy
- LET029_Fees Letter Templates

Appendix

Definitions:

- 1) **Letter of Offer:** Letter of Offer or Offer Letter (OL) is a document outlining course details, duration of the course, fees, terms and conditions to be enrolled at Danford College.
- 2) **RTO Manager:** RTO Manager is a College Management system used by Danford College for day – to – day operations to access and maintain portals for students, trainers, agents, etc.
- 3) **XERO:** XERO is an online accounting software solution used for bookkeeping records, automated invoicing and reporting.
- 4) **DHA:** The Department of Home Affairs (DHA) is responsible for central coordination, and strategy and policy leadership in relation to: cyber and critical infrastructure resilience and security, immigration, border security and management, counter-terrorism, the protection of our sovereignty and citizenship and social cohesion.
- 5) **PRISMS:** Provider Registration and International Student Management System (PRISMS) is a computer system developed by the Department in association with the Department of Home Affairs for the purpose of receiving and storing information about accepted overseas students that is given to the Secretary under section 19 of the ESOS Act.
- 6) **CoE:** Confirmation of Enrolment (CoE) confirms the student's eligibility to enrol in a course with the registered provider and contains information about the provider, course and duration of study in which the student has enrolled. This evidence is required before the Department of Home Affairs issues a visa to a student.
- 7) **TPS:** The Tuition Protection Service (TPS) may assist students to either continue their studies through another course or different provider, or by being provided a refund or loan re-credit for education and training they paid for but did not receive.
- 8) **Course Commencement Date:** Typically, the actual start date of the course as mentioned on the CoE.

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