

Fees and charges policy - Victoria

Purpose

This policy is to ensure LabTech Training Victoria (LTTV) clients and students are aware of the fees and charges associated with enrolment in a course and/or service with LTTV.

LTTV ensures the protection of all fees and aims to provide clear and accessible information to clients/students about fees and charges prior to and throughout their enrolment and/or other involvement with LTTV.

Policy

1. Information about fees and charges

- 1.1 Students and persons seeking to enroll in a course with LTTV are advised of all fees and charges associated with a course, including course fees, administration fees, materials fees and any other charges on the relevant course.
- 1.2 Organisations and other clients seeking to enter into a service delivery agreement with LTTV will be notified of the fees and charges associated with the agreement in information and proposals provided to them prior to entry into the agreement.
- 1.3 The information provided to each student and/or client will include:
 - a) The total amount of all fees including course fees, administration fees, materials fees and/or any other charges.
 - b) Payment terms, including the timing and amount of fees to be paid and any non-refundable deposit.
 - c) Refund Policy
- 1.4 Persons seeking to enroll with LTTV must read and understand this Fees and Charges Policy before signing their student acceptance agreement on the enrolment form.

2. Student acceptance agreement

- 2.1 All students will be required to sign a student acceptance agreement at the time of enrolment which outlines the total course fees and deposit/enrolment fee. The student acceptance agreement is designed to provide clear and concise information to the student about applicable fees and charges and provide options for payment.
- 2.2 The absence of a signed student acceptance agreement from a student does not alleviate the student from complying with its terms and conditions. The student acceptance agreement provided on the enrolment form is seen to be an acceptance of all fees and charges associated with the student's enrolment.

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3. Fees collection

- 3.1. LTTV collects fees in arrears for training and assessment services rendered to students at various intervals throughout a course and in accordance with the course's relevant payment schedule. LTTV will accept payment of no more than \$1000 from each individual student prior to the commencement of the course. Following course commencement, LTTV will require payment of additional fees in advance from the student but only such that at any given time, the total amount required to be paid which is attributable to tuition or other services yet to be delivered to the student does not exceed \$1,500.

4. What do student fees cover?

- 4.1. Unless otherwise specified, course fees include the cost of all compulsory training and assessment materials. Any optional textbooks and materials that may be recommended but not required for completion of the course, are not included in course fees and will be an additional cost should the student wish to purchase such materials.

5. Terms and methods of payment

- 5.1 Fees are to be paid according to the details of receipt of an invoice.
- 5.2 LTTV accepts the following methods of payment – Cash, Debit Card, MasterCard/Visa and Direct Bank Transfer.

6 Credit Card payments

- 6.2 Credit card payments can be made over the phone by calling 1300 588 588 and quoting your invoice number or by completing the remittance slip and posting it to our office at 371-373 George St, Fitzroy VIC 3065 Australia.

7 Instalment Plan

- 7.1. LTT offers instalment plans for all qualifications.

8 Issuance of qualifications

- 8.1 Upon completion of a course and once all fees have been paid, the printed qualification and a records of results will be issued and sent to the registered address of the student. When a student withdraws from a course and once all final fees have been paid, a statement of attainment will be sent to the student's registered address.

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9 Debts from a previous course:

- 9.1. Students who have a debt from the previous course, will not be able to enrol for the following course. Please contact our Administration Office to arrange payment for any outstanding debts.

9 Fee Protection– Fee for Service students

- 10.1. LTT does not collect more than \$1500 in advance for any learner, so does not have to implement any fee protection measures.

Talk to us:

For further information please contact our office 1300 588 588

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Related policies

- BQ1: Code of Practice and Customer Service Charter
- BQ3: Privacy and Personal Information Policy
- BQ5: Financial Management Policy
- BQ11: Record Management Policy

Related procedures, forms and documents

- SM25.2: Outstanding accounts procedure
- SM15.1.3: Student Handbook Template
- SM24.1.2: Enrolment Form
- SM25.1.1: Payment Agreement – Fee for Service

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