

A. INTRODUCTION

PURPOSE

This policy outlines the Real Estate Institute of Victoria's (REIV) approach to managing fees and refunds and to demonstrate how fees paid in advance are protected.

Additionally, the REIV is contracted by the Victorian Department of Education and Training to provide funded nationally recognised training to Eligible Individuals under the Skills First Program. This policy contributes to compliance against the Contract and, the Guidelines about Fees issued by the Department

DEFINITIONS

Contract means the VET Funding Contract for the Skills First Program issued by the Department.

Department means the Victorian Department of Education and Training.

Eligible Individual means an individual who is eligible for government subsidised training in accordance with the eligibility requirements set out in the VET Funding Contract and related guidelines

Payee (Fee Payer) means the nominated payer of a student's course fees, usually either the student or the employer paying on behalf of the student.

Skills First means the Skills First Program funded by the Department.

Tuition Fee means the amount that the REIV charges for government funded students under the Skills First program for a course based on the rules issued by the Department.

B. POLICY

INFORMATION ABOUT FEES AND CHARGES

1) The REIV protects the fees that are paid in advance by students or a third party, by not requiring an instalment payment of more than \$1500 in advance for services not yet provided, either prior to course commencement or at any stage during their course. Where necessary, fees will be paid off during the course in instalments according to a set payment plan.

2) Fee information relevant to a course is outlined in detail on the Student Agreement and Individual Statement of Fees and summarised on the REIV website. Detailed fee information is provided prior to enrolment.

Fee information includes:

- All costs for the course including any materials fees or levies

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- Payment terms
- Fees for Skills First programs in line with the Department's Guideline about Fees.

3) The Statement of Fees and the Student Information Handbook (including the Traineeship Handbook for trainees) which are provided prior to enrolment, include the Fees, Charges and Refunds Policy and informs the student of their consumer rights. Students are asked to sign the Student Agreement and Individual Statement of Fees in acknowledgement of the terms and conditions of the enrolment and this policy.

4) Where an employer is paying for a student's course, the employer must sign the Student Agreement and Individual Statement of Fees at the time of enrolment outlining the total fees, payment terms and schedule of payments applicable.

FEES AND CHARGES FOR SKILLS FIRST STUDENTS

1) Tuition Fees for Skills First government-funded students are set in accordance with the Guidelines about Fees issued by the Department each year. Tuition fees will be based on a set rate per nominal hour in a student's course.

2) Tuition Fees will not be charged for any units that have a Credit Transfer applied.

3) The REIV does not apply a Materials Fee in addition to tuition fees. All course materials are covered in the tuition fee.

4) The REIV is an RPL funded provider. Where a unit is to be completed by RPL for a Skills First student, the relevant RPL Tuition Fee applies for those relevant unit/s.

5) The published Tuition Fees for Skills First students are subject to change given individual circumstances at enrolment.

6) Concession fees apply to Skills First Funded students who can provide evidence of entitlement to concession. To be eligible for concession rates, the student must, on the date of enrolment:

- Be a holder of a current Commonwealth Health Care Card or a spouse or be a dependent child of a card holder
- Be a holder of a Pensioner Concession Card or be a spouse of, or a dependent child of a card holder
- Be a holder of a Veterans Gold Card

The relevant and current card must be sighted and a copy retained by REIV administration staff prior to training commencing. A grace period will be made available to students to provide proof of concession up to 30 days after training commences. If this grace period is applied the concession must be valid at the time training commenced.

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Concession fees will be 20% of the normal Tuition Fee. Concession rates are only applied to Tuition Fees.

Concession fees also apply to any Skills First student at any level course who are enrolled under the Asylum Seeker VET Program or who are Aboriginal or Torres Strait Islander.

7) Tuition Fee waivers will be granted to the following individuals, meaning that no Tuition Fees need to be paid for these students:

- A student who is from the Lazarus Transition Centre (as a prisoner within the meaning of the Corrections Act 1986).
- A student who is required to undertake the course pursuant to a community-based order made under the Children, Youth and Families Act 2005.
- A student who is referred with a standard Young People Transitioning from Care Referral Form.

Tuition fee waivers as outlined above will only be granted where the REIV is provided with the appropriate evidence as required by the Department, and all students will be advised to contact the Business Licencing Authority to confirm that they meet the eligibility requirements for working in the Real Estate Industry.

STATEMENT OF FEES

1) All students will receive a copy of their “Student Agreement and Individual Statement of Fees” prior to enrolment which is an individualised quote for the course they are enrolling in. This will include:

- the code, title and currency of the training product in which the student is to be enrolled
- the training and assessment, and related educational and support services provided to the student including the:
 - estimated duration
 - expected locations at which training, and assessment will occur
 - expected modes of delivery
- the hourly tuition fees relevant to the individual enrolment taking account of any applicable concessions or waiver/exemptions
- the approximate value of the government contribution expressed in dollars, and
- any other applicable fees, such as student services, amenities, goods or materials.

COURSE FEE INCLUSIONS

1) Course and tuition fees include:

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- All of the training and assessment required for students to achieve the qualification or course in which they are enrolling within the attempts allowed. However, in the case of a fee for service student failing to achieve a satisfactory outcome after the allotted three attempts, they will be required to re-enrol in the unit and pay the unit fee to receive further training and assessment.
- One copy of the required text books and learning materials for each student unless otherwise stated on the Course Outline.
- Issuance of one set of certification documents including the certificate and transcript and/or a Statement of Attainment (in the case of withdrawal or partial completion). Re-issuance or additional copies of these documents will attract a fee of \$60 for the testamur (certificate) and record of results and \$30 for a Statement of Attainment.

2) Course and tuition fees do not include:

- Any optional textbooks and materials that may be recommended but not required to complete a course.

- Replacement textbooks if original copies are lost or misplaced. Costs for replacement textbooks are outlined on the Student Agreement.
- Stationery such as paper and pens.
- Re-assessment if required, as outlined above.
- Re-issuance of AQF certification documents – a cost of \$60 for the testamur (certificate) and record of results and \$30 for a Statement of Attainment.

3) The REIV cannot guarantee that students will successfully complete the course in which they enrol regardless of whether all fees due have been paid.

PAYMENTS

1) Payments can be accepted by EFTPOS, electronic transfer, credit card and cash.

2) 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.

3) The REIV reserves the right to suspend the provision of training and/or other services until fees are brought up to date. Students with long term outstanding accounts may be withdrawn from their course if payments have not been received and no alternative arrangements for payment have been made.

4) Agents Representative and CPD courses are paid upfront, CPP40307 Certificate IV in Property Services (Real Estate) fee are paid according to the signed Student Agreement and Individual Statement of Fees.

REFUNDS FOR FEE FOR SERVICE

AGENTS REPRESENTATIVE AND CPD COURSES-

1) All course fees for the Agents Representative skill set and CPD courses are non-refundable, except in the circumstances detailed below.

- A full refund will apply where a student cancels their course in writing prior to the course start date.
- A partial refund will be granted to students who decide after day 1 of class that the course is not suitable. All fees will be repaid except for a \$200 administration fee which will be retained by the REIV.
- A full refund will apply if the REIV is required to cancel a course before it commences due to insufficient numbers or for other unforeseen circumstances.
- Where the REIV ceases to deliver the course in which a student is enrolled, and the agreement is terminated.
- Where the REIV needs to make a change to the terms of the student agreement (such as the way the course is delivered or conditions of enrolment) and a new agreement cannot be reached with the student to account for changes.
- In any of the above two situations, the REIV will automatically conduct a refund assessment of all affected students and issue the refunds due accordingly. In these cases, there is no need for a student to make an individual application for a refund.

2) Students wishing to cancel their course must seek a refund by making an application for a refund in writing using the Refund Form. The application must include the details and reason for the request. Students who have not completed a Withdrawal Form are not eligible for consideration of a refund or reduction in fees.

The refund assessment will be based on reviewing the services provided to the student and the costs incurred by the REIV to provide those services. Refund decisions can be appealed following our Complaints and Appeals Policy and Procedure.

2) A student not achieving the qualification or unit/s in which they enrolled due to exhausting their attempts at assessment, does not entitle the student to a refund.

3) Once a student's course enrolment period has expired the student will be withdrawn and re-enrolment including the payment of applicable enrolment fees will apply.

CLASSROOM BASED CPP40307 CERTIFICATE IV IN PROPERTY SERVICES (REAL ESTATE) COURSE-

1) All course fees for fee-for-service students include a non-refundable deposit. Further payments as part of the arranged payment plan are detailed on the Student Agreement and

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Individual Statement of Fees. The deposit and each subsequent instalment payment(s) are non-refundable, except in the circumstances detailed below.

- A full refund of the deposit fee will apply where a student withdraws or cancels their course in writing within 5 days of the course start date.
- A full refund of the most recent payment plan instalment will apply if the student withdraws or cancels their course in writing within 5 days of the payment being taken. All previous payments will be retained.
- A full refund of any fees paid (including the deposit) will apply if the REIV is required to cancel a course before it commences due to insufficient numbers or for other unforeseen circumstances.
- Where the REIV ceases to deliver the course in which a student is enrolled, and the agreement is terminated.
- Where the REIV needs to make a change to the terms of the student agreement (such as the way the course is delivered or conditions of enrolment) and a new agreement cannot be reached with the student to account for changes.
- In any of the above two situations, the REIV will automatically conduct a refund assessment of all affected students and issue the refunds due accordingly. In these cases, there is no need for a student to make an individual application for a refund.

2) Students who withdraw from a course may seek a refund by making an application for a refund in writing using the Refund Form. The application must include the details and reason for the request. Students who have not completed a Withdrawal Form are not eligible for consideration of a refund or reduction in fees.

The refund assessment will be based on reviewing the services provided to the student and the costs incurred by the REIV to provide those services. Refund decisions can be appealed following our Complaints and Appeals Policy and Procedure.

3) A student not achieving the qualification or unit/s in which they enrolled due to exhausting their attempts at assessment, does not entitle the student to a refund.

4) RPL application fees are non-refundable.

5) Once a student's enrolment period has expired the student will be withdrawn and re-enrolment including the payment of applicable enrolment fees will apply.

TRAINEES IN THE CPP40307 CERTIFICATE IV IN PROPERTY SERVICES (REAL ESTATE) COURSE-

1) A full refund will be granted for trainees if no training commences.

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- 2) A full refund will also apply if the REIV is required to cancel a course due to unforeseen circumstances.
- 3) Trainees who withdraw from a course and wish to seek a refund must request this in writing and submit a Refund Form. A refund will apply for the Tuition Fees paid for any units that have not been commenced. In the case of an employer paying the tuition fees, the employer must complete and lodge the Refund Form. Written documentation must be retained to support the trainees withdrawal.
- 3) A trainee not achieving the qualification or unit/s in which they enrolled due to exhausting their attempts at assessment, does not entitle the trainee to a refund.
- 4) Once a trainee's contact period has expired the trainee will require a contract extension and re-enrolment into the required units, including the payment of applicable enrolment fees will apply.
- 5) Refund decisions can be appealed following our Complaints and Appeals Policy and Procedure.

REFUNDS FOR SKILLS FIRST STUDENTS

- 1) A full refund will be granted for Skills First students if they cancel their enrolment at least 14 days prior to their course commencing. The cancellation must be notified in writing to the REIV learning and development department.
- 2) A full refund will also apply if the REIV is required to cancel a course due to insufficient numbers or other unforeseen circumstances.
- 3) Skills First students who withdraw from a course and wish to seek a refund must request this in writing using the Refund Form. Students who have not completed a Withdrawal Form are not eligible for consideration of a refund. A refund will apply for the Tuition Fees paid for any units that have not been commenced. Trainees who have been cancelled will not be required to complete a Withdrawal Form, but written documentation requesting the cancellation will be kept on file. In the case where an employer pays on behalf of the student, the employer will be required to submit the Refund Form.
- 4) Refund decisions can be appealed following our Complaints and Appeals Policy and Procedure.
- 5) Students who withdraw from a course may seek a refund by making an application for a refund in writing using the Refund Form. The application must include the details and reason for the request. Students who have not completed a Withdrawal Form are not eligible for consideration of a refund or reduction in fees.

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The refund assessment will be based on reviewing the services provided to the student and the costs incurred by the REIV to provide those services. Refund decisions can be appealed following our Complaints and Appeals Policy and Procedure.

- 6) A student not achieving the qualification or unit/s in which they enrolled due to exhausting their attempts at assessment, does not entitle the student to a refund.
- 7) RPL application fees are non-refundable.
- 8) Once a student's enrolment period has expired the student will be withdrawn and re-enrolment including the payment of applicable enrolment fees will apply.

REFUNDS MATRIX

Timeframe	FEE FOR SERVICE			SKILLS FIRST FUNDED
	Agents Representative/CPD	Class based Certificate IV in Property Services (Real Estate)	Traineeship Certificate IV in Property Services (Real Estate)	All Certificate IV in Property Services (Real Estate)
Prior to course start	Full Refund	Full Refund	Full Refund	Full Refund
Day 1 of course	Refund granted, with \$200 administration fee retained	Full Refund	Full Refund	Full Refund
Within 5 days of the course start date	No Refund	Full Refund	Full Refund	Full Refund
After more than 5 days of the course start date	No Refund	No Refund	Refund of any undelivered unit fees	Refund of any undelivered unit fees
Within 5 days of an instalment payment	NA	Refund of most recent payment, all previous payments will be retained	Refund of any undelivered unit fees	NA
End of Course Enrolment Period	No Refund	No Refund	No Refund	No Refund

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RECORDING AND PAYMENT OF REFUNDS

- 1) Refunds will be paid to the payee, the person or organisation that made the original payment.
- 2) Refund outcomes can be appealed following our Complaints and Appeals Policy and Procedure.
- 3) Records of refund forms and issuance of refunds will be stored securely on the student's file and in the REIV accounts keeping system.

PUBLICATION OF FEES

- 1) The REIV will publish in a prominent place on its website the following:
 - Standard tuition fees payable for each qualification/ course it offers under the VET Funding Contract, including concession rates and any other fees including but not limited to student services, amenities, goods, materials or administration fees.
 - Standard tuition fees payable for each qualification/ course it offers through fee for service including but not limited to other fees such as student services, amenities, goods, materials or administration fees.
 - This Fees and Refunds Policy.
 - Miscellaneous Fees Charges
 - The following caveat will be displayed with all fees: The student tuition fees as published are subject to change given individual circumstances at enrolment.

SUPPORTING DOCUMENTATION

Document Code	Document Name	Document Type
PEF 7.1	Fees, Charges and Refunds Procedure	Procedure
PEF 7.1.1	Statement of Fees Template	Template
PEF 7.1.2	Student Agreement and Individual Statement of Fees	Form
PEF 7.1.3	Refund Form	Form
PEF 7.1.4	Miscellaneous Fees Charges	Form
EF 1.2.1	Enrolment Withdrawal Form	Form