

IVET Institute Fees, Charges & Refund Policy and Procedure

1. APPLICATION

IVET Group owns and operates two Registered Training Organisations;

- IVET Institute - RTO # 40548
- TAE Academy - RTO # 32413

Unless stated otherwise herein, this document applies to both of the above and any reference to IVET, IVET Institute, TAE, TAE Academy, the 'institute' or the 'academy' should be considered a reference to any these respective trading names.

2. SCOPE

This policy and procedure applies to student enrolments with IVET Institute, whereby IVET Institute enters into a Third Party Partnership Agreement with approved secondary schools for the delivery and assessment of training programs.

3. DEFINITION OF TERMS

Census date is a date set by IVET Institute as last date of possible withdrawal or course change without penalty.

Enrolment fee is a compulsory academic fee payable for access to the training program provided by IVET Institute.

Resource fees are the cost of workbooks that are provided to a student. Resources are either directly consumed/utilised by the student, or become the property of the student.

Standards for Registered Training Organisations (RTOs) 2015 form part of the VET Quality Framework, a system which ensures the integrity of nationally recognised training in Australia. RTOs are required to comply with the *Standards for RTOs 2015* and the VET Quality Framework at all times.

4. POLICY STATEMENT

This policy is designed to provide a clearly documented process relating to all fees and charges associated with the provision of training and assessment to students enrolled at IVET Institute.

IVET Institute provides all secondary schools via the signed Third Party Partnership Agreement with clear, documented information regarding the application of fees, charges and refunds in accordance with the *Standards for Registered Training Organisations (RTOs) 2015*.

This policy adheres to the principles of consumer rights, natural justice and ethical marketing and business practices.

5. PROCEDURES

5.1 Standard Fees & Charges

- 5.1.1 All fees related to IVET Institute training programs are invoiced directly to the secondary school (Third Party). IVET Institute does not charge students directly for their enrolment.
- 5.1.2 IVET Institute will provide schools with a list of fees, charges and census dates in accordance with the signed Third Party Partnership Agreement.
- 5.1.3 Schools can enrol and withdraw students in the IVET Portal without charge prior to the census date.
- 5.1.4 All enrolments in the IVET portal after the census date will be invoiced the student enrolment fee as per schedule 1 in the Third Party Partnership Agreement.
- 5.1.5 Enrolments are for the academic period only. Any extension to enrolment must be requested in writing to IVET.
- 5.1.6 Enrolment extensions past the census date will be invoiced, by term, at the amount prescribed in the (annually adjusted) IVET Institute fees schedule.
- 5.1.7 All invoices have a 30-day payment term.

5.2 Resource Fees

- 5.2.1 Student workbooks are invoiced separately to the student enrolment fee.

- 5.2.2 All workbooks are print to order. Schools must submit their order before the nominated date to receive workbooks as per the delivery schedule.
- 5.2.3 All workbook orders are made by the school on a firm sale basis. There are no refunds or exchanges for ordered books. Books will be supplied as per the order placed by the school.
- 5.2.4 Once the order is submitted, changes are not possible.
- 5.2.5 Schools can make multiple orders if required and can place orders year-round.
- 5.2.6 All invoices for resources have a 30-day payment term.

6. RELATED DOCUMENTS

Third Party Partnership Agreement
(Annually adjusted) IVET Institute Fees Schedule