

FEES AND REFUNDS POLICY

1. PURPOSE

- 1.1. This Policy provides guidance to International Child Care College Pty Ltd (**ICCC**) students and stakeholders regarding the payment of fees, additional charges, and the processes for refunds.

2. SCOPE

- 2.1. In this Policy, “**Company**” or “**ICCC**” refers to International Child Care College Pty Ltd.
- 2.2. This Policy applies to all students at International Child Care College; collectively referred to as [**students**].
- 2.3. This Policy applies to all employees of International Child Care College responsible for managing students fees and refunds; collectively referred to as [**employees**].

3. DEFINITIONS

- 3.1. **Subsidised Students:** Students undertaking training under a subsidised (partially or fully funded) arrangement, where the training fee is set by the funding provider, Training Services NSW.
- 3.2. **Fee Paying Students (Fee for Service):** Students undertaking training under a non-funded (fee-for-service) arrangement, where the training fee is set by ICCC (see Course Fees Schedule).
- 3.3. **Additional Fees:** Fees applicable to individual students for services or resources provided in addition to the training. These are detailed in the Course Fees Schedule for the calendar year.
- 3.4. **Invoices and Receipts:** Documents provided to fee-paying and partially subsidised students at the time of enrolment for the cost of training. Unpaid invoices will result in reminders and potential legal action.

4. FEE CALCULATIONS AND AUTHORITY

- 4.1. **Subsidised Students.** The training fee for subsidised students is set by Training Services NSW.
- 4.2. **Fee Paying Students (Fee for Service).** The training fee for fee-paying students is set by ICCC (see Course Fees Schedule).
- 4.3. **Additional Fees.** Additional fees may apply to both fee-paying and subsidised students for services or resources provided in addition to the training. These are detailed in the Course Fees Schedule.
- 4.4. **Invoices and Receipts.** Invoices are provided at the time of enrolment. Unpaid invoices will receive reminders, and legal action may be taken for non-payment. Instalment options/payment plans are available.
- 4.5. **Course Fees Schedule.** Includes the total amount of training fees, fees for additional services, and any other charges such as re-enrolment fees and replacement resource

5. REFUNDS

5.1. The training fee is non-refundable after the cooling-off period, which is 7 days after the submission of the enrolment form. Partial refunds may be available under certain conditions.

5.2. Refund Measures

- Students who cancel their enrolment prior to the commencement of a program are entitled to a 65% reduction in fees. The remaining 35% covers committed costs.
- Students who withdraw after commencing a training program are not entitled to a refund.
- Discretion may be exercised by the Finance and General Manager in all situations. Special consideration may apply for extenuating or significant personal circumstances.
- Approved refunds are paid within 14 days via electronic funds transfer to the student's nominated bank account.

6. FEE EXEMPTIONS AND CONCESSIONS

6.1. Fee exemptions and concessions under subsidised training may include:

- New Entry Trainees
- Australian Aboriginal and Torres Strait Islander students
- Learners receiving a disability support pension or with a disability
- Learners receiving eligible benefits or allowances at the time of enrolment

6.2. These exemptions and concessions are only applicable to subsidised training programs as determined by Training Services NSW.

7. PROTECTING FEES PAID IN ADVANCE

7.1. ICCC protects fees paid in advance by accepting no more than \$1500 before course commencement and only accepting full payment 10 days after the training program begins.

8. KEEPING STUDENTS INFORMED

8.1. ICCC provides fee information to students prior to or at the time of enrolment, including:

- Payment terms, including timing and amount of fees
- Fees and charges for additional services, such as replacement qualification testamurs and textbooks

9. STUDENT COMPLAINTS ABOUT FEES OR REFUNDS

9.1. Students unhappy with fee collection or refund arrangements can lodge a complaint in accordance with the complaints policy and procedure.

9.2. If ICCC is unable to fulfil its service agreement, the student's proportion of fees paid for undelivered services will be refunded.

10. COMPLIANCE

10.1. ICCC seeks and encourages the commitment of all employees regarding this Policy and is dedicated to ensuring that all employees are aware of and understand all elements of this Policy, and any associated policies and procedures.

10.2. Employees must comply with the requirements of this Policy. Any breach of this Policy may result in disciplinary action including, but not limited to, termination of employment.

11. REVISION HISTORY

Rev	Date	Revision Description	Name
V1	6/03/2016	Initial Policy	ICCC HR
V2	14/12/2024	Review and updated to align with revised standards for RTOs	KC