



Student fee policy

Purpose and scope

This policy sets out SVM's process as to payment of courses, as well as cancellations of courses and refunds.

Responsibilities

Learning and Development Coordinator

Chief Financial Officer

Manager: Officer and People

Chief Executive Officer

SVM will charge a range of fees for courses based on government contractual requirements. SVM is entitled to charge fees for services provided to students. These charges are generally for items such as course materials, text books, student services and training and assessment services. SVM's course fees cover;

- Administration of the course
- Course application
- Resource materials
- Training and Assessment services (for the initial assessment of each assignment/workbook)
- Issuing of a student's certificate or Statement of Attainment* (Subject to competency of one or more units of competency being completed and the course fee being paid in full.)

Course materials will be issued to the student as they progress throughout the Course. The course materials that SVM provides to the student will become their property. However, the

content of the course materials, including copyright and all other such intellectual property rights contained therein, remain the property of SVM.

SVM's course fees DO NOT cover;

- Any postage requirements to SVM i.e. posting of completed assessments for marking
- Any materials not listed as Resource Materials for the student's course
- Printing of learning materials that are made available online or on USB drives
- Replacing issued learning materials which the student has lost or damaged '
- Additional assessment requirements (beyond the initial assessment of each task. Students work which need to be re-submitted for assessment will incur an additional charge) Replacement copy of a student's certificate

SVM will not issue any qualification prior to the full payment of any fees and charges applicable to that course. SVM reserves the right to suspend or cancel training in the event that the student fails to pay any part of the course fees as and when it becomes payable.

Evidence required for Smart and Skilled Programs and fee exemptions and concessions where relevant

Will be in as outlined in the "Smart and Skilled Fee Administration Policy 2018" Where a student is eligible for concession/exception of the fee a copy of the evidence (for eg Centrelink statement/card) will be kept in the student's file.

Withdrawal without penalty

Students undertaking their studies with government funding are not eligible for refunds. If an enrolment is cancelled more than 7 days prior to commencement of the course date there will be a cancellation fee equivalent to 10% of the total tuition fees paid. Full Fee students may be eligible for a partial refund at the discretion of the centre, in cases of extraordinary circumstances or great hardship. Full fee students who withdraw once the course has commenced will need to pay for the current term.

Repeat attempts to complete a unit of competency

The course fee includes the initial assessment. Additional submissions of assessments will be charged at a rate of \$50.00.

Recovery of outstanding fees

A pre-reminder email will be sent to students a two weeks before the term instalment is due. SVM will not issue any qualification prior to the full payment of any fees and charges applicable to that course. SVM reserves the right to suspend or cancel training in the event that the student fails to pay any part of the course fees as and when it becomes payable.

Levying of student fees

SVM reserves the right to levy student fees where a student defers their studies, for more than a year, to bring the new fee into line with current fees. (exception for Smart and Skilled subsidised students.)

References and Documentation

Student Handbook 2018

The SVM website's Student Fee policy

The Centre for Volunteering's income and processing procedure.

Revision Record

Document Owner: Training and Development Coordinator, School of Volunteer Management (SVM)

Issue Number	Issue Date	Author
1	21/10/2016	Coordinator
1.1	29 June 2018	Coordinator