

## Fees and Refund policy

### Purpose and scope

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

### Responsibilities

Learning and Development Coordinator; Chief Financial Officer; Manager: Officer and People

### Fee inclusions

SVM is entitled to charge fees for services provided to students. SVM will charge a range of fees for courses based on government contractual requirements.

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 fees 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 additional postage requirements to SVM i.e. posting of resources
- 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

### Fee administration

Payments for course fees will be paid in instalments, and a portion of the fees paid upfront prior to commencing training.

Usually student payments are made at 50% upfront prior to commencement up to a total of \$1500, and the balance once training commenced.

No more than \$1500 of prepaid student fees will be taken in advance. Payment plans can often be arranged. Contact SVM to discuss your individual situation or for further information.

For any NSW Smart and Skilled subsidized courses see the Smart and Skilled Fee administration policy

[https://www.training.nsw.gov.au/forms\\_documents/smartandskilled/contract/fee\\_administration\\_policy\\_2020.pdf](https://www.training.nsw.gov.au/forms_documents/smartandskilled/contract/fee_administration_policy_2020.pdf)

Where a student is eligible for concession/exemption for NSW Smart and skilled programs, evidence of eligibility is required. A copy of the evidence such as Centrelink statement or concession cards will be kept on file.

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.

## Refund Policy

### Full Refunds

If an enrolment is cancelled more than 7 days prior to commencement of the course, and no course resources and course content accessed, students may be eligible to **withdraw without penalty**.

If SVM cancels the course for any reason a full refund will be offered.

### No Refunds – voluntary withdrawal

Students undertaking their studies with government funding are not eligible for refunds of student fees paid where training has commenced.

Course fees paid are usually non-refundable. See partial refund information below for exceptions.

If a student withdraws from a qualification, but completes all the requirements for a lower level qualification, and is issued with this qualification, no refund will be offered.

### Partial Refunds - Credit transfers/RPL

Where a student has paid a student fee upfront, and subsequently Credit transfers and/or RPL is granted for the course, thus reducing the student fee payable, a refund will be made of the difference in these fees.

Course fees paid are usually non-refundable. If withdrawing from a course where training has not yet commenced for some units, and not all instalments paid yet, students may withdraw, and at the discretion of SVM, no further charges may be levied for remaining

outstanding instalments.

Students may be eligible for a partial refund at the discretion of the centre, in cases of extraordinary circumstances or great hardship.

### **Involuntary withdrawal**

If a student withdraws from training not of their own accord, for example, if SVM closes, or if it is no longer approved deliver Smart and Skilled Training, refunds may be offered for any training not yet provided.

Smart and Skilled subsidised students may transfer to a different provider. The student fees charged by SVM and the new provider will not exceed original student Smart and Skilled fees quoted by SVM .

### **Repeat attempts to complete a unit of competency**

The course fee includes the initial assessment and one possible re-submission of assessments. Additional re-submissions of assessments will be charged at a rate of \$50.00.

### **Recovery of outstanding fees**

A reminder email will be sent to students before a payment instalment is due. SVM will not issue any qualification prior to the full payment of any fees and charges applicable to that course.

### **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.

Smart and Skilled subsidised students are exempted from this.

### **References and Documentation**

Student Handbook

[Smart and Skilled Fee Administration Policy](#)

Standards for Registered Training Organisations 2015

### **Revision Record**

| <b>Issue Number</b> | <b>Issue Date</b> | <b>Author</b>       |
|---------------------|-------------------|---------------------|
| 1                   | 21 October 2016   | Coordinator         |
| 1.1                 | 29 June 2018      | Coordinator         |
| 2                   | 09 July 2019      | L&D Coordinator SVM |