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RTO REGISTRATION NO. 0182



STUDENT FEES & CHARGES POLICY

3CM Policy & Procedure Vocational Education and Training (VET)

Printed copy is an UNCONTROLLED document

Version	9
Status	Revised May 2019 to reflect national standards currently in operation. The implementation of this policy supersedes all previous versions of this policy.
Approval Body	Board of Management (on recommendation of SRTO2015)
Effective Date	5 June 2019
Next Review Date	May 2020
Owner	Managing Director

POLICY

3CM's primary target market is in dealing with corporate clients who offer professional development to their employees. All fees, due and payable, associated with this development (including, but not limited to, accredited and non-accredited training) are by invoicing the client a negotiated deposit in advance followed by a progressive/milestone billing throughout the contract;

Where training and development is in excess of three months (90 calendar days) client organisations are subject to a 14-day payment terms as standard business practice and described in the agreed contract (refer to 3CM Terms and Conditions).

PROCEDURE

Where 3CM collects student fees in advance it will ensure it complies with the following acceptable option/s:

- (Option 3) 3CM may accept payment of no more than \$1000 from each individual student prior to the commencement of the course. Following course commencement, 3CM may require payment of additional fees in advance from the student but only such that at any given time, the total amount required to be paid which is attributable to tuition or other services yet to be delivered to the student does not exceed \$1,500, and
- 3CM will have its accounts certified by a qualified Accountant to Australian Accounting Standards at least annually. If the registering body reasonably deems it necessary, the CEO will provide a full audit report on 3CM's financial accounts from a qualified and independent accountant.
- In the instance of working with corporations an upfront non-refundable fee of 25% for administration purposes will be implemented. The balance of payment is paid by contractual agreement.

In addition, 3CM will provide the following fee information to each of its individual clients:

- The total amount of all fees including course, administration and learning materials fees and any other charges deemed as part of the learning program or objectives
- Payment terms, including the timing and amount of fees to be paid and any non-refundable deposit/administration fee/s
- The nature of the guarantee given by 3CM to complete the training and/or assessment once the student has commenced study in their chosen qualification or course
- The fees and charges for additional services, including such items as issuance of a replacement qualification testamur and the options available to students who are deemed not yet competent on completion of training and assessment; and,
- 3CM's refund policy.

Authorising Officer

Chris Godwin
Managing Director