

Policy Name	Fees and Charges Policy		
Policy Number		Version	1.0
Policy Module	--		
Effective Date	01.07.2025		
Applicable Business Units	Australian Institute of Career Education (AICE)		
Relevant Standards	Standard References		
RTO Standards 2025 Part 2 - Compliance Requirements	Division 3 Accountability		

Purpose

This policy ensures that AICE implements fees and charges practices and systems that are fair, clear and transparent and comply with the NVR Standards for Registered Training Organisations (SRTOs 2025).

Policy Statement

AICE will ensure all fee information is provided to clients prior to their enrolment and that this information is readily available.

AICE will:

- Provide clients with complete and accurate fee information including course fees, administration fees, materials fees and any other charges;
- Provide clients with the payment terms, including the timing and amount of fees to be paid and any non-refundable deposit/administration fee;
- Provide clients with the nature of the guarantee given by the RTO to complete the training and/or assessment once the student has commenced study in their chosen qualification or course;
- Provide clients with the fees and charges for additional services, including such items as issuance of a replacement certificates and the options available to students who are deemed not yet competent on completion of training and assessment;
- Provide clients with the refund policy;
- Implement and maintain procedures to protect fees paid in advance, to comply with the 'Division – 3 Accountability, - Requirements for prepaid fee protection measures" of Part 2 – Compliance Requirements of the Standards for RTOs 2025.

Definitions

The following words and expressions have the following specific meaning, as in the Standards for Registered Training Organisations (RTOs) 2025.

Accredited short course means a course that leads to a VET statement of attainment accredited by a VET Regulator in accordance with the Standards for VET Accredited Courses or the equivalent requirements in a non-referring state.

AQF certification documentation means the set of official documents which confirm that an AQF qualification or VET statement of attainment has been issued to an individual by a registered training organisation or any other entity authorised to do so.

AQF qualification means an Australian Qualifications Framework qualification type endorsed in

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a training package or accredited in a VET accredited course.

AQF Qualifications Issuance Policy means the document of that name, comprising part of the Australian Qualifications Framework, listed on the Australian Qualifications Framework website, and as in force from time to time.

Mode of delivery means the methods adopted by an NVR registered training organisation to deliver training and assessment to VET students.

Recognition of prior learning means an assessment process that involves assessment of an individual's relevant prior learning and experience (including skills and knowledge obtained through formal and informal learning) to determine the extent to which the individual meets requirements specified in the training product.

Services means:

1. training and assessment.
2. training support services (but excludes counselling, mediation, and information and communication technology services); and
3. any activities related to the recruitment of VET students including marketing, enrolment, induction, or the collection of fees.

Skill set means a single unit of competency or a combination of units of competency from a training package which link to a licensing or regulatory requirement or a defined industry need.

Student Identifier has the meaning given in the *Student Identifiers Act 2014*.

Third party means any person who has an arrangement with an NVR registered training organisation to deliver services, but does not include:

1. employees of the organisation;
2. experts engaged by the organisation; or
3. government agencies and government funded agencies that refer VET students to the organisation and do not receive any payment from the organisation for doing so.

Trainer means a person who undertakes training for, or on behalf of an NVR registered training organisation.

Training means the process by which an NVR registered training organisation, or a third-party delivering services on its behalf, facilitates learning and the acquisition of competencies consistent with the requirements specified in the training product.

Training product means an AQF qualification, a skill set, a unit of competency, accredited short course or module.

Training support services means services and resources designed to support and skill VET students to meet training product requirements and complete the training product in which they are enrolled.

Unit of competency means the specification of the standards of performance required in the workplace as defined in a training product.

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Validation means the review of the assessment system to ensure that:

1. assessment tools are consistent with the training product and the requirements set out in this instrument; and
2. assessments and assessment judgements are producing consistent outcomes.

Wellbeing support services means support services and resources to assist with VET students' physical, mental, and emotional wellbeing.

Policy Principles

Underpinning principles

The following principles underpin this policy.

1. Course Fees

- a) AICE will strive to maintain highly competitive fair and reasonable fee structures.
- b) AICE adjusts its fees and charges from time to time. Changes to fees will be fairly and equitably applied, advertised and clearly indicate the date from which the change will take effect.
- c) AICE provides details of course fees in all course information. (See Client Information Policy)
- d) Course fees including Recognition of Prior Learning (RPL) may be negotiated with individual clients, as approved by the RTO Manager of AICE and/or their delegate.
- e) The RTO Manager of AICE and/or their delegate may discount or waive course fees (for example in cases of severe financial hardship) at their discretion, and where such waiver falls into compliance with any "Funding body" policy (as relevant).
- f) Confidentiality regarding fee arrangements is expected from clients.
- g) Where course fees are subsidised by a "Funding Body" (for example an Australian Apprenticeship or other State / Federal /Territory funded program) these may include a non-negotiable "Student Course Fee". AICE will ensure these fees are applied and communicated to clients at the time of enrolment, in accordance with the relevant Funding body" VET fees and charges policy.

2. Fee Payment Arrangements

- a) All deposits are payable in advance.
- b) AICE will not accept fees greater than \$1500 before training is commenced and no more than \$1500 is held in advance at any time during training.
- c) Flexible payment arrangements/options will accommodate individual circumstances.
- d) Fees must be paid in full before certification will be issued.
- e) If payment instalment / arrangements are in place, and a payment becomes overdue and remains unpaid for a period in excess of 14 days, AICE reserves the right to suspend the clients learning or assessment (or both) until all fee payments are up to date.
- f) Flexible payment arrangements, such as instalments, credit card and EFT remittance are acceptable to accommodate the diverse financial situations of clients.
- g) Overdue invoices may be forwarded to Debt Collection Agency for recovery.

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3. Government funded courses

Course fees for government-funded programs provided by Jobs and Skills WA are established annually in accordance with the existing VET Fees and Charges Policy released by the Department of Training and Workforce Development.

Course fees for government-funded courses are determined by the nominal hours of the enrolled units or modules approved by the DTWD. These fees will be calculated in line with the applicable guidelines and policies regarding VET fees and charges.

Students seeking a government-funded training position are required to fulfill the eligibility criteria established by DTWD. Based on the eligibility criteria, concession and non-concession will be applicable to the student and will be charged as per the VET fees and charges policy.

As a requirement under the Department of Training and Workforce Development guidelines, AICE is required to charge a Training Fee for persons undertaking trainings that attract state funding.

The training fee is based on a per nominal hour rate as per the below table.

Category of enrolment	Fee Rate Per Nominal Hour
Non-concession Student	
Category 1 — Diploma and Advanced Diploma courses*	\$5.79
Category 2 — Apprenticeships, traineeships**and priority industry qualifications (up to Certificate IV)	\$3.25
Category 3 — General industry training (up to Certificate IV)	\$4.88
Category 4 — Foundation skills and equity courses	\$0.21
Category 5 — Targeted fee relief courses	\$1.62
Category 6 — Fee-free courses	\$0.00
Concession Student	
Category 1 — Concession-eligible Diploma and Advanced Diploma courses***	\$1.74
Category 2 — Apprenticeships, traineeships**and priority industry qualifications (up to Certificate IV)	\$0.97
Category 3 — General industry training (up to Certificate IV)	\$1.47
Category 4 — Foundation skills and equity courses	\$0.21
Category 5 — Targeted fee relief courses	\$0.48
Category 6 — Fee-free courses	\$0.00

* Excludes Diploma and Advanced Diploma qualifications that are targeted fee relief, equity, or FEE-FREE courses.

** Excludes existing worker traineeships, targeted fee relief, equity, or FEE-FREE apprenticeships and traineeships.

*** Refer to the policy section of the Department's website for a list of qualifications for 2025.

Fees and charges are indicative and are subject to change based on individual student enrolment. Upon the enrolment, students will be provided with payment options in line with the VET Fees and Charges Policy.

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Waiving of fees and charges will be applicable for the courses below Diploma level or concession – eligible Diploma course as per the FEE Waiver Guidelines provided on the VET fees and charges policy.

AICE do not charge any goods and services, material or resources fees. However, the below additional fees and charges will be applicable for students enrolled in the government funded course.

- Re-print of Certificate: \$30.00
- Re-print of Statement of Attainment: \$30.00
- Re-assessment for an activity: \$10.00
- Postage and handling: \$10.00

4. Other associated fees and charges

Student will be charged for other associated fees and charges.

Standard Associated Fees	Cost
Enrolment Administration	\$250.00
Recognition of Prior Learning (RPL) per unit	\$150.00
Re-enrolment for a unit of competency	\$100.00
Re-assessment (after 3 rd attempts)	\$50.00
Re-print of Certificate	\$30.00
Re-print of Statement of Attainment	\$30.00
Re-assessment for an activity	\$10.00
Postage and handling	\$10.00

5. Waiving of fees and charges

AICE may consider waiving of fees and charges to students who're facing financial difficulties to pay the course fees.

6. Refunds

- a) AICE applies refunds in accordance with the Refund Policy.

AICE Responsibilities

The RTO Manager and Compliance officer of AICE and/or their delegate are responsible for:

- a) Ensuring compliance with the fees and charges policies, procedures and systems.
- b) Undertaking reviews of the effectiveness of the policies, procedures and systems annually and to use the results of such reviews to drive further improvements.
- c) When requested, provide VET Regulatory body with a formal assurance that AICE has sound financial management standards for matters relating to the Scope of Registration and scale of operations.

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Legislation

Legislation applicable to this policy include:

- National Vocational Education and Training Regulator Act 2011
- Student Identifier Act 2014 and Regulations.
- Copy Right Act 2011.

Access and Equity

The AICE Access & Equity Policy applies. (See Access & Equity Policy)

Records Management

All documentation from financial management, fees and charges processes are maintained in accordance with the Records Management Policy. (See Records Management Policy)

Monitoring and Improvement

All financial management, fees and charges practices are monitored by the RTO Manager of AICE and/or their delegate and subject to ongoing review during monthly Financial Review meetings. Areas for improvement are identified and acted upon (See Continuous Improvement Policy).

Policy Details			
Policy Author	Brijalkumar Soni	Approver	Binu Joseph
Policy Owner	AICE Pty Ltd	Review Date	01/07/2026
Relevant Procedures			
Relevant Guidelines	Part 2 Compliance Requirements - Division 3 Accountability		
References	Standards for Registered Training Organisations 2025		

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