

Document title:		Course Fees Policy
Approving authority:		Board of Directors
Related policies:		Financial Management Policy Ethical Marketing and Advertising Policy Regulatory Requirements Policy Application and Admissions Policy Course Extension and Adjustment Policy Credit Transfer Policy Exit Points Policy Refund Policy
Next review:		01/06/2026
Version	Release date	Comment
V1.0	01/06/2023	Initial release

1. Introduction

The Course Fees Policy ensures that ITAC's fee structure is transparent, fair, and compliant with the Standards for Registered Training Organizations (RTOs) 2015 and Australian law. This policy outlines the fees, payment arrangements, dishonoured payments, and discretionary assistance for students, emphasizing friendly support and professional service.

2. Purpose

The purpose of this policy is to provide clear guidance for students and staff on course fees and payment arrangements, ensuring that ITAC meets its legal and regulatory obligations while maintaining a high level of customer service and support for students.

3. Scope

This policy applies to all students enrolled in ITAC courses and all staff involved in the administration of course fees and payment arrangements.

4. Course Fees

1. A legally binding contract comes into effect once the Enrolment Terms and Conditions (TnCs) are signed, and the application is approved by ITAC.
2. ITAC will systematically, fairly and transparently apply the agreed Terms and Conditions signed on enrolment.

3. Course fees are charged for access to standard training and assessment services and resources for the agreed enrolment period. Fees are not charged on a per-module, per-assessment, or per-unit basis.
4. The course fee applies whether or not the student chooses to access any of ITAC's services or resources. Even if a student does not actively participate, ITAC still incurs significant costs.
5. Withdrawing from the course, failing a task and/or course, and/or not completing training and assessment tasks for whatever reason does not exclude a student from paying the full course fee.
6. The current rules pertaining to the 30-day no-obligation period, as specified in the Terms and Conditions of enrolment, must be noted.
7. Students must pay all fees in order to be issued any AQF documentation i.e. Certificate.
8. Other fees are set out in the Student Handbook which is published prominently online.

5. Payment Arrangements

1. Students commonly pay their course fee liability via a periodic direct debit schedule.
2. Instalments are not provided on a pay-as-you-go or pay-as-you-use basis but as an interest-free method of paying down the vested (due) course fee – similar to a loan.
3. ITAC reserves the right to forward an unpaid account to a collection agency should a student breach the signed terms and conditions.

6. Dishonoured Payments

Students will be responsible for any fees incurred by ITAC due to dishonoured payments from direct debit transactions.

7. Discretionary Assistance

Students suffering from unexpected hardship or a newly diagnosed serious medical issues can apply to amend a payment plan provided the amendment is reasonable and fair. ITAC has no obligation to accept requests to amend a payment plan. Evidence may be requested.

8. Payments in advance

ITAC complies with the Standards for RTOs, such as not collecting course fees from students of more than \$1500 in advance of the fee being contractually due. Systems are in place to ensure that no more than \$1500 can be paid to ITAC.

9. Discounts

ITAC may offer discounts for various reasons, such as for students transferring with a large number of creditable units. Discounts are valid for 30 days from the offer being communicated or quoted, unless otherwise stated. Discounts are non-transferrable to another person or course.

10. Review and Monitoring

This policy will be reviewed regularly to ensure continued compliance with the Standards for RTOs 2015 and Australian law and to maintain ITAC's commitment to friendly support and professional service for students.
