



## Fees and Charges Policy

### Purpose

All students are aware of the fees and charges associated with enrolment in a course with DELLA. DELLA ensures the protection of all fees and aims to provide clear and accessible information to students about fees and charges prior to and throughout their enrolment and/or other involvement with DELLA.

### Policy

#### 1 Information about Fees and Charges

- 1.1 Students seeking to enrol in a course with DELLA are advised of all fees and charges associated with a course, including course fees, administration fees, materials fees, health cover fees and any other charges on the relevant Course Outline, student information and on DELLA's website. Students seeking to enrol in a course are also advised of the potential for fees to change during their participation in the course.
- 1.2 The information provided to each student will include:
  - (a) The total amount of all fees including application fees, course fees, materials fees, health cover fees and any other charges such as accommodation placement fees and the potential for fees to change during the course
  - (b) Payment terms, including the timing and amount of fees to be paid and any non-refundable deposit and administration fees
  - (c) Additional fees and charges
  - (d) DELLA will not charge more than 50% of total course fees in advance.
- 1.3 Those seeking to enrol with DELLA will be informed of the fees and charges before signing the written agreement as all course fees include a non-refundable application fee. This amount is specified on all course information about fees and charges and on the Written Agreement signed by each student prior to entry into a course. The application and materials fee is non-refundable except in the instance where DELLA is required to cancel a course due to insufficient numbers or for other unforeseen circumstances.

#### 2. Written Agreements

- 2.1 All students must sign the written agreement prior to paying course fees. The agreement outlines the total course fees, payment terms and schedule of fees.
- 2.2 Fees will not be accepted until the student has signed or otherwise accepted the agreement. However, DELLA will accept payment of fees at the same time as receipt of the Written Agreement.
- 2.3 Where fees are received without the Written Agreement being signed, DELLA will inform the student that the payment cannot be processed until the signed Written Agreement is received.

#### Fees in Advance

- 3.1 All the fees collected in advance from students will be kept in a trust account until they commence their studies at DELLA.

#### 4. What do student fees cover?



- 4.1 Unless otherwise specified, course fees include the cost of all compulsory training and assessment materials. Any optional textbooks and materials that may be recommended but not required for completion of the course, are not included in course fees and will be an additional cost should the student wishes to purchase such materials.
- 4.2 All course fees include up to three (3) attempts at assessment per unit. Where an additional assessment is required in order to achieve competency, DELLA reserves the right to charge a student, an additional re-assessment fee in accordance with the student's Written Agreement.
- 4.3 For reissuing of a qualification testamur or academic statement, an additional fee will be incurred at the rate provided on the student's Written Agreement.

## 5 Terms and Methods of Payment

- 5.1 Students must ensure their fees are paid in full before each study period otherwise their enrolment may be cancelled.
- 5.2 DELLA accepts the following methods of payment – cheque, money order, credit card, direct debit and direct bank transfer.
- 5.3 Education agents will not be involved in the collection, management or refunding of a student's fees. This is a matter between DELLA and the student.

## 7 Credit Card Payments

- 7.1 Credit card payments can be made over the phone by calling 03 9329 9430 and quoting your invoice number or by attending reception desk. There will be a 2% surcharge on the credit card payments.

## 8 Late Payment

- 8.1 Where a student is more than 15 days overdue with payments, DELLA reserves the right to suspend training services until payment is made to bring fees up to date.
- 8.2 Students who are experiencing difficulty in paying their fees are invited to call our office to make alternative arrangements for payment during their period of difficulty.
- 8.3 For long-term outstanding amounts, DELLA utilises the services of a debt recovery agency to ensure the collection of all fees.
- 8.4 If the dues are not cleared within 20 days as notified via invoice an Intention to Cancel COE letter could be generated to the student providing him 20 working days to either settle the account or arrange a different payment plan. If no response is received the COE will be cancelled due to Non-Payment of Fees.

## 9 Additional charges

Course fees do not include cost of any additional documents required for specific reasons. See charges below for additional documents.

- i. Re-Issue of student ID \$20.00
- ii. Re-Issue of Testamur or statement of attainment \$50.00
- iii. Recognition of Prior Learning (RPL) per unit \$250.00
- iv. Reassessment fee - \$220 (It will be free for the first three attempts)
- v. Late Payment of semester fees \$250.00 per instalment



- vi. Unit re-enrolment fee \$500.00 (for students who exceed the maximum duration period)