

<p>Purpose and Scope</p>	<p>Purpose This policy provides the framework and requirements to ensure that students and staff are clearly informed about Armstrongs Driver Education (ADE) on course fees and charges for its courses.</p> <p>Scope This policy applies to all fees and charges for all ADE courses. The policy is relevant to all staff handling enquiries from students and processing the forms submitted by students.</p>
<p>Responsibility</p>	<p>The Administration Manager is responsible for the management/administration of all course fees and charges. All staff and students are required to comply with this policy.</p>
<p>Definitions or Reference Documents</p>	<p>Definitions</p> <ul style="list-style-type: none"> ● VET Quality Framework – outlines the standards for achieving consistency in the way Registered Training Organisations (RTOs) are monitored. The VET Quality Framework comprises: <ul style="list-style-type: none"> ○ The Australian Qualifications Framework (AQF) ○ The Fit and Proper Person Requirements ○ The Financial Viability Risk Assessment Requirements ○ The Data Provision Requirements ● Australian Qualifications Framework (AQF) – The AQF is the national policy for regulated qualifications in Australian education and training. It incorporates the qualifications from each education and training sector into a single comprehensive national qualifications framework ● National VET Regulator (NVR) – The Standards: Sets out the requirements that an organisation must meet to be a Registered Training Organisation ● VET - Vocational Education and Training ● Compliance to Legislation – there is evidence of systems and processes in place to identify relevant legislation, regulations, and guidelines as well as monitoring systems to ensure compliance ● Relevant legislation – Acts of Parliament ● Regulatory Requirements – Validation, Moderation, Reporting ● Statutory Requirements – approvals, licenses, permits, etc. required for the delivery of nationally recognised training ● Non-compliance – failure to provide evidence of systems and processes in place to meet the expected outcomes ● VRQA - The Victorian Registration and Qualifications Authority (VRQA) is Victoria's education and training regulator ● VRQA Guidelines – The Guidelines' purpose is to ensure the quality of training and assessment services in Victoria reflects a nationally consistent approach to VET regulation. The Guidelines align Victoria's regulatory settings to the national Standards for Registered Training Organisations 2015. ● AQTF Essential Standards and Conditions – a national set of standards which assures nationally consistent, high-quality training and assessment services for the clients of Australia's vocational education and training (VET) system

	<ul style="list-style-type: none"> ● Quality Indicators – A set of three indicators that are part of the AQTF Essential Conditions and Standards for Continuing Registration. The quality indicators are: <ul style="list-style-type: none"> ○ Employer Satisfaction ○ Learner engagement ○ Competency Completion Rate ● Course – ADE delivers training and assessment for over a set period of time to enable a student to obtain a Licence ● Unit of competency – Is delivered in the ADE course. It is a specification of knowledge and skill, and the application of that knowledge and skill, to the standard performance expected in the workplace ● Student – a person being trained and or assessed by Armstrongs Driver Education Pty Ltd
<p>Policy Statement</p>	<p>Armstrongs Driver Education will follow a set procedure for charging fees for all of its courses.</p> <p>Armstrongs Driver Education will ensure that students are aware of the terms and conditions at enrolment.</p>
<p>Procedure</p>	<p>Nationally Recognised Courses</p> <p>Tuition fees for nationally recognised courses are published on Armstrongs Driver Education’s website.</p> <p>Tuition fees include course fees, administration fees and material fees (if applicable).</p> <p>Employers of applicants who enrol in Armstrongs Driver Education Nationally Recognised Courses are invoiced total course fees on conclusion of the training. All course fees must be paid within 14 days of course completion.</p> <p>Should a student withdraw during the training program, the employer is charged the full fee amount.</p> <p>Students will be charged no more than \$1000 prior to commencement. Following course commencement students will be charged additional fees in instalments that do not exceed \$1500.00.</p> <p>Students will be invoiced the instalment amount and these fees must be paid upon completion of the course.</p> <p>VicRoads Fees and Payment – Heavy Vehicle</p> <p>Armstrongs Driver Education sets its own fees in relation to the VicRoads training courses.</p> <p>Where Armstrongs Driver Education conducts combined Training Courses and assessments, Armstrongs Driver Education must advise course participants on the fee for the Training course and the Fee for the Assessment separately.</p>

Armstrongs Driver Education are advised by VicRoads in writing of the applicable assessment fees for its courses and the method of how it is to be collected. The fees are based upon the number of heavy vehicle CoC's/licences issues.

Vic Roads will advise Armstrongs Driver Education in writing of the applicable assessment fee methods of how it is to be collected.

VicRoads will advise Armstrongs Driver Education at least one (1) month in advance of any proposed changes to the assessment fees.

All fees (other than Regulated Fees) are inclusive of applicable taxes, duties, levies, charges and other like payments other than GST. Regulated Payments do not attract GST under the Accredited Heavy Vehicle Provider Services Agreement Training and Assessment Services.

Armstrongs Driver Education course fees that attract the GST, must be paid by the student. Students will be provided with a Tax Invoice at time of payment.

Lodgement of VicRoads Fees

All fees must be strictly paid within the required timeframe outlined on all VicRoads invoices.

VicRoads will invoice Armstrongs Driver Education monthly in arrears for assessment fees. All fees including stationer must be paid within 30 days.

Failure to finalise payment with entitle VicRoads to Show Cause the Provider and suspend the Services or terminate the Services Agreement.

Acceptable payment methods are:

- Credit Card – call (03) 9854 2632 (0.4% surcharge applies; or
- EFT payment
 - Bank: Westpac Bank
 - Bank Account Name: Roads Corporation T/As VicRoads General Fund:
 - Bank Address: 360 Collins Street, Melbourne
 - BSB Number: 033-001
 - Bank Account Number: 128744

VicRoads Fees and Payment - Motorcycle

Armstrongs Driver Education may set its own fees in relation to MPA.

Where Armstrongs Driver Education conducts combined Training Courses and assessments, Armstrongs Driver Education must advise course participants on the fee for the Training course and the Fee for the Assessment separately.

Armstrongs Driver Education must not charge fees for the following motorcycle permits or probationary licences:

- A free learner permit will only apply to the first issue of a Victorian motorcycle learner permit. Any subsequent reissue and/or replacement of a motorcycle learner permit will require a payment.
- A free probationary driver licence will only apply to the first issue of a Victorian probationary driver licence (P1 or P2, three or four year probationary licence only). Any subsequent reissue and/or replacement of a probationary motorcycle licence will require a payment.
- Interstate or overseas learner drivers will be issued with their first Victorian motorcycle learner permit/probationary driver licence at no cost.
- Where a person has been issued with a learner permit (car or motorcycle) and obtains an additional learner permit (motorcycle or car) for the first time, the first learner permit for the new vehicle type will be issued at no cost.

There is no eligibility criteria for the first free learner permit or probationary licence. – i.e. there is no correlation between the issuing of a free learner permit and/or probationary licence and a person’s driving history. Armstrong Drivers Education must charge a fee to a motorcycle learner as follows “*Anyone who holds a current licence (this includes probationary holding) and has obtained a motorcycle licence which results in a variation to their existing licence, a licence variation fee is applicable.*”

VicRoads Assessment Fee

VicRoads will apply an assessment fee to providers according to the number of motorcycle learner permits or licences issued.

The applicable fee for each provider will be advised via circulation of an emailed bulletin distributed by VicRoads.

VicRoads will invoice providers on a quarterly basis in arrears. Payments must be made in 30 days from the date of invoice.

Motorcycle learner permit and licence receipts.

Motorcycle learner permit or licence documentation must be submitted by mail to VicRoads using the prepaid envelope within 5 business days of the assessment.

The submission must contain the completed summary sheet (refer to Document 1F) and application form for every successful assessment undertaken.

The above documents must be mailed to VicRoads Reply Paid 1644 Melbourne VIC 8060 using the prepaid envelope.

Fee payments must be submitted by electronic funds transfer (EFT).

All fees are to be paid 14 days prior to commencement.

Fees can be paid directly by EFT into Armstrongs Driver Education Bank Account or by Direct Deposit.

Related/Relevant Legislative/Policy	Legislation/Policy Frameworks	Relevant Website
	Privacy Act 1988 (2014 update)	www.austlii.edu.au http://www.dms.dpc.vic.gov.au/

Policy Frameworks		www.comlaw.gov.au
	Privacy Act And National Privacy Principles (2001)	www.austlii.edu.au http://www.dms.dpc.vic.gov.au/ www.comlaw.gov.au
	Vocational Education and Training Act 1990	www.austlii.edu.au http://www.dms.dpc.vic.gov.au/ www.comlaw.gov.au
	National Vocational Education and Training Regulator Act 2011	www.austlii.edu.au http://www.dms.dpc.vic.gov.au/ www.comlaw.gov.au
	Tertiary Education Act 1993	www.austlii.edu.au http://www.dms.dpc.vic.gov.au/ www.comlaw.gov.au
	Occupational Health and Safety Act 2004	www.austlii.edu.au http://www.dms.dpc.vic.gov.au/ www.comlaw.gov.au
	The Australian Consumer Law (ACL) - Schedule 2 of the Competition and Consumer Act 2010	www.austlii.edu.au/au/legis/cth/consol_act/caca2010265/sch2.html
	Education and Training Reform Act 2006	https://education.vic.gov.au/
	VicRoads	www.vicroads.gov.au
Associated Documents	<ul style="list-style-type: none"> Accredited Motorcycle Provider Business Procedure Manual Accredited Heavy Vehicle Business Procedures Manual 	

Managing records kept on the basis of this document				
Record Name	Code	Storage retention time	Storage Location	Responsibility
Name of document	QMSxxx	2 years	Document mapping	Name

Document change history			
Date	Version	Document Name	Description of change
12/12/2022	1	Student Fees, Charges and Refund Policy and Procedure	Development of new Policy and Procedure

Appendices	
Appendix 1	Document Name