



Fees, Charges and Refunds Policy

Purpose

Through this policy, HIVE – Hampton Institute of Vocational Education (HIVE) ensure that all clients are aware of the fees and charges associated with enrolment in a course and/or service with HIVE. This policy provides the guidelines for the eligibility and assessment of refunds.

HIVE ensure the protection of all fees and aims to provide clear and accessible information to learners about fees and charges prior to and throughout their enrolment with HIVE.

For HIVE's current Fees and Charges Schedule please refer to our website at <https://hive.edu.au>

Policy

1. Information about Fees and Charges

- 1.1. Learners and persons seeking to enrol in a course with HIVE are advised of all fees and charges associated with a course, including tuition, administration, materials and any other fees or charges on HIVE's website.
- 1.2. Organisations and other clients seeking to enter into a service delivery agreement with HIVE will be notified of the fees and charges associated with the agreement in information and proposals to them prior to entry into the agreement.
- 1.3. The information provided to each learner and/or client will include:
 - a. The total amount of all fees including course fees, administration fees, material fees and any other charges.
 - b. Payment terms, including the timing and amount of fees to be paid and any non-refundable deposit and administration fees.
 - c. Any fees and charges for additional services.
- 1.4. Persons seeking to enrol with HIVE must read and understand the Fees, Charges and Refunds Policy prior to formally completing the enrolment process.

2. Payment Agreement

- 2.1. The learner's formal completion of the enrolment process constitutes an acceptance of all fees and charges associated with enrolment.
- 2.2. Learners receive an invoice at the time of enrolment, which outlines the total course fees, payment terms and schedule of fees. The invoice is designed to provide clear and concise information to the student about applicable fees and charges and provide options for payment.
- 2.3. The absence of a signed Direct Debit Agreement from a learner does not alleviate the student from complying with the terms and conditions of payment.

3. Fees in Advance

- 3.1. HIVE collects fees in advance for services not yet provided to learners at various intervals throughout a course and in accordance with the course's relevant payment schedule. To ensure the protection of fees paid in advance, HIVE will not accept payment of more than \$1,000 for each individual learner prior to the commencement of a course. Following course commencement, HIVE requires payment of additional fees in advance but only such that at any given time, the total amount paid for services that are yet to be incurred by the learner, does not exceed \$1,500.



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4. What do Learners Fees Cover?

- 4.1. Unless otherwise specified, course fees include the cost of all compulsory training and assessment materials, tuition fees for Government Funded and Fee for Service Learners, administration fees and Postage and Handling costs, where applicable. 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 learner wish to purchase such materials.
- 4.2. All course fees include up to two (2) attempts at assessment per unit. Where an additional assessment is required in order to achieve competency, HIVE reserves the right to charge a learner, additional re-assessment fees in accordance with the current Fees and Charges Schedule provided on our website.
- 4.3. For reissuing of a qualification testamur or academic statement, an additional fee will be incurred at the rate stated on the current Fees and Charges Schedule provided on HIVE's website.

5. Terms and Methods of Payment

- 5.1. Course Fees under \$1000 are to be paid prior to the commencement of services on the receipt of an invoice.
- 5.2. Course Fees over \$1000 are to be paid according to a direct debit payment schedule as signed and agreed upon in the Direct Debit Agreement, which has been approved by HIVE.
- 5.3. HIVE accepts the following methods of payment for:
 - a. Fees under \$1000 – Credit Card, Direct Debit or Direct Bank Transfer; or
 - b. Fees over \$1000 – Visa, MasterCard, or American Express Direct Debit.

6. Direct Debit Payments

- 6.1. Where the payee is to pay their fees by direct debit, a Direct Debit Agreement must be appropriately and accurately completed and in line with the approved direct debit payment schedules.
- 6.2. It is the payee's responsibility to ensure that HIVE receives an accurate and completed Direct Debit Service Agreement in order to take up the direct debit payment option.
- 6.3. Where a default occurs in direct debit payments due to insufficient funds, or otherwise, HIVE will contact the payee to make alternative arrangements for payment. A dishonour fee will be charged per default. Please refer to the Fees and Charges on our website for the current amount.
- 6.4. HIVE reserves the right to refuse a payee the option to pay by direct debit where there have been 2 or more defaults on payment during a direct debit term.
- 6.5. HIVE reserves the right to suspend training services until payment is made to bring fees up to date.

7. Issuance of Qualifications

- 7.1. HIVE reserves the right to withhold the issuing of qualifications and academic statements until all fees have been paid.
- 7.2. It is the learner's responsibility to advise HIVE of any change of name and/or address within 10 business days of confirmation of the change.
- 7.3. For reissuing of a qualification testamur or academic statement, an additional fee will be incurred at the rate provided on the current Fees and Charges Schedule provided on HIVE's website.

8. Late Payment

- 8.1. Where a learner is more than five (5) business days overdue with payments, HIVE reserves the right to suspend training services until payment is made to bring fees up to date.
- 8.2. Learners who are experiencing difficulty in paying their fees are invited to call our office on 1300 88 75 85 to make alternative arrangements for payment during their period of difficulty.
- 8.3. For long-term outstanding amounts, HIVE utilises the services of a debt recovery agency to ensure the collection of all fees.



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9. Refunds or Cancellations

- 9.1. Learners, who withdraw from a course and wish to seek a refund or have the amount they owe on their fees reduced, must apply to HIVE in writing, attaching a completed Withdrawal Form, outlining the details and reason for their request. This must be lodged with HIVE's Learner Support Team (learners@hive.edu.au) within 5 business days of the learner formally completing the enrolment form. Learners who have not completed a withdrawal form are not eligible for consideration of a refund or reduction of fees.
- 9.2. A non-refundable Administration deposit/enrolment fee is included in all course fees. This fee will be withheld from any amount refunded to a learner. This amount is specified on the Fees and Charges Schedule on HIVE's website. The fee is non-refundable except in the instance where HIVE is required to cancel a course due to insufficient numbers and/or for other unforeseen circumstances.
- 9.3. Learners should be aware that withdrawing from a Government Funded Qualification might inhibit their ability to enrol into another Government Funded Qualification at a later date. Please click on the following link to the Skills Victoria website <http://www.skills.vic.gov.au/victorianskillsgateway/students/pages/vtg-eligibility-indicator.aspx> then search for the "Funding Eligibility Indicator" to check your current eligibility status.
- 9.4. All course material is strictly non-refundable.
- 9.5. Refunds will be assessed based on the services provided to the learner and the costs incurred by HIVE in order to provide those services to the student.
- 9.6. In order to maintain consistent and fair decisions on refunds and fee reductions, HIVE maintains an internal schedule of the cost of each service provided and will base decisions on the total fees to be charged to a learner based on this schedule.
- 9.7. A written notice will be provided to the learner, within 28 days of receipt, outlining the decision and reasons for the decision to accept or reject their Refund Request.
- 9.8. HIVE undertakes to make payment of all refunds within 28 days of receipt of an approved written Withdrawal Request.
- 9.9. Please choose carefully, as we do not give refunds if you simply "Change your Mind" or make a wrong decision.

10. Re-enrolment Fees

- 10.1. Should you wish to re-enrol into HIVE's Government Funded Qualifications after you have previously withdrawn from the course, you will be subject to a re-enrolment fee. Please check the HIVE website for the current Fees and Charges Schedule.
- 10.2. Upon re-enrolment you may be subject to updated Materials Fees and/or Course Fees.
- 10.3. Your re-enrolment into a Government Funded Qualification will be subject to current eligibility requirements.

11. Special Consideration for Leave of Absence, Deferral or Course Extension

- 11.1. HIVE understands that some learners may experience prolonged difficulties that may impact on their ability to complete their course. Should a learner wish to request special consideration for a leave of absence, a deferral or a course extension, due to reasons beyond the learners control, a HIVE Special Consideration Form must be completed and sent to the Learner Support Team at (learners@hive.edu.au) as soon as practical.
- 11.2. To apply for Special Consideration, you must be up to date with all fees. The request must include all information, attaching copies of all relevant documentation. For example, a Medical Doctor's report if applicable.
- 11.3. Learners must be able to show just cause for special consideration to be granted. It is entirely within the Learners Support Team's discretion to approve or deny Special Consideration.
- 11.4. HIVE will not grant Special Consideration if:
 - a. You change your mind;



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- b. Your working hours have changed;
- c. You move address (including intrastate, interstate, or international moves);
- d. Your course changes as a result of a regulatory change governing HIVE;
- e. You find the course more difficult, time consuming or stressful than you had expected;
- f. You are made redundant, retrenched, or otherwise resign from, or had your employment terminated.

HIVE reserves the right to change the amount of any Fees and Charges for our Products and Services, or to institute new Fees and Charges at any time.

Office Use Only

Related Policies

Code of Practice and Customer Service Charter
Privacy and Personal Information Policy
Financial Management Policy
Record Management Policy

Related Procedures, Forms & Documents

Learner Enrolment Form
Direct Debit Service Agreement
Fees and Charges Schedule
Learner Handbook
Special Consideration Form
Leave of Absence or Withdrawal from Course Form