FEE-FOR-SERVICE PRICING AND CANCELLATION FEES POLICY (VET)

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1 PURPOSE

1.1 This policy outlines CQUniversity directions for Vocational Education and Training (VET) non-government funded courses and the refund process for these courses.

2 SCOPE

2.1 This policy applies to CQUniversity VET operations and University staff involved in completing, approving or processing fee-for-service costing and cancellation.

2.2 For any clarification on CQUniversity's VET pricing policy, refer to the Administrator (in the Approval and Review table below).

3 POLICY STATEMENT

3.1 Fee-For-Service project prices are completed on the current Pricing Costing Master by the Contract Services Manager, Discipline Manager or Dean.

3.2 All costings are to be approved by a next level manager (the person completing the costing cannot approve the same costing).

3.3 Profit margin is standard at 20% and to reduce the level of profit below 20% must have the Approval Authority’s authorisation. Refer to the Delegation of Authority Policy (FMPM).

3.4 When completing International Off-Shore costings the profit margin is to be increased to 30% and to reduce the profit below 30% must have the Approval Authority’s authorisation. Refer to the Delegation of Authority Policy (FMPM).

3.5 Each costing is to have a unique number allocated through Contract Services prior to forwarding for approval.

3.6 The Proposal Letter to the Organisation is to be completed on CQUniversity letterhead template and converted to PDF prior to being email to the client.

3.7 Quote Validity will be ten days from the date of proposal letter being sent to the organisation.
3.8 Cancellation fees apply whether a payment has been made or not. Cancellation less than five working days prior to start of training date will attract a 100% cancellation fee.

3.9 Invoicing for training will occur five working days prior to start of training date for the full amount of the fee-for-service component of the training through CQU University Contracts and Industry Services.

4 RESPONSIBILITIES

Compliance, monitoring and review

4.1 The Administrator is responsible for ensuring compliance with and monitoring implementation of the procedure and to undertake reviews as required.

Reporting

4.2 No additional reporting is required.

Records management

4.3 Staff must maintain all records relevant to administering this policy in a recognised University recordkeeping system.

5 DEFINITIONS

5.1 Terms not defined in this document may be in the University glossary.

Terms and definitions

Fee-For-Service: training for which most, or all, of the cost is borne by the student or a person or organisation on behalf of the student.

Accredited course: a structured sequence of vocational education and training that leads to an Australian Qualifications Framework qualification or Statement of Attainment.

Non-Accredited Course: when learning that takes place through a program of instruction but does not usually lead to the attainment of a formal qualification or award.

6 RELATED LEGISLATION AND DOCUMENTS

Delegation of Authority Policy (FMPM)
Financial Management Practice Manual (FMPM)
Student Refund Policy and Procedure (VET)

7 FEEDBACK

7.1 University staff and students may provide feedback about this document by emailing policy@cqu.edu.au.
## APPROVAL AND REVIEW DETAILS

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<th>Approval and Review</th>
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<tr>
<td>Administrator</td>
<td>Pro Vice-Chancellor (VET Operations and Growth)</td>
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