

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



## CONTENTS

1	PURPOSE.....	1
2	SCOPE.....	1
3	POLICY STATEMENT .....	1
4	RESPONSIBILITIES .....	2
	Compliance, monitoring and review.....	2
	Reporting.....	2
	Records management.....	2
5	DEFINITIONS .....	2
	Terms and definitions.....	2
6	RELATED LEGISLATION AND DOCUMENTS.....	2
7	FEEDBACK.....	2
8	APPROVAL AND REVIEW DETAILS.....	3

## 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 CQUniversity 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 \(FMPPM\)](#)

[Financial Management Practice Manual \(FMPPM\)](#)

[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](mailto:policy@cqu.edu.au).

## 8 APPROVAL AND REVIEW DETAILS

<b>Approval and Review</b>	<b>Details</b>
Approval Authority	Vice-Chancellor and President
Advisory Committee to Approval Authority	Executive Management Committee
Administrator	Pro Vice-Chancellor (VET Operations and Growth)
Next Review Date	25/05/2019

<b>Approval and Amendment History</b>	<b>Details</b>
Original Approval Authority and Date	Institute Director, CQ TAFE 18/04/2013
Amendment Authority and Date	Vice-Chancellor and President 12/06/2014; Vice-Chancellor and President 25/05/2016; Amended and updated to current template – Pro-Vice Chancellor (VET Operations and Growth) 03/05/2017
Notes	