

Fees and Refund Policy



Purpose

This policy outlines the principles and procedures relating to the charging, collection, and refunding of fees by ICETS. It ensures transparency, consistency, and fairness in financial dealings with learners and complies with the Standards for RTOs 2015.

Scope

This policy applies to all students enrolled in courses delivered by ICETS, as well as staff involved in the administration of student fees. It relates to fees for Courses, Recognition of Prior Learning and Credit Transfer and administrative services. A fees schedule is contained within.

The scope of the policy does not extend to include any specific contractual agreements ICETS' has with government or other corporate agencies.

Course Fees

Upon enrolment in a course program, ICETS will issue the student or their employer or other stated entity, an invoice for the course enrolment fee.

If a Purchase Order is provided, this will be stated on the invoice.

At the time of writing, the Certificate IV in Government Investigations and the Diploma of Government Investigations do not qualify for VET FEE-HELP

Qualifications WILL NOT be awarded if any course or other fees are outstanding.

Deposit(s)

An enrolment in a course is not confirmed until a deposit or full payment of the course has been received. A deposit of no more than \$1,500 will be collected from an individual student prior to the commencement of training (in line with Clause 7.3 of the Standards for RTOs 2015).

Deposits or full payment are required for face-to-face and virtual classroom learning pathway courses to confirm the student's position in the class (fees listed in the schedule below). Full payment is required upon enrolment for self-paced distance learning pathway courses.

Flexible Payment Options

Payment plans are not available.

Refunds

A course enrolment fee or deposit is not refundable should a student decide not to proceed with the course **less than 10 working days** prior to the date of course commencement, or if a student fails to attend the course, unless there are exceptional circumstances. ICETS may ask for proof of exceptional circumstances.

Notification of cancellation and refund request must be made in writing to info@icets.com.au at least 10 working days before the course is due to commence.

Cancellations made prior to 10 working days before the course commencement date, may be subject to an administrative fee comprising of 10% of course fee up to a maximum of \$500.

ICETS cannot accept responsibility for changes to work commitments or personal circumstances within this 10 working days period before the course commencement date.

A full refund will be provided if the course is cancelled by ICETS.

Withdrawal by student

ICETS does not offer a refund once a student has **commenced** a course program.

Commenced means: the student has been enrolled in the course, their access to the learning platforms has been provided and they have been able to access course materials.

For virtual and face-to-face courses, this is the first day of the course. For distance learners this is upon payment of the invoice and activation of the student's enrolment and the supply of access to the learning platforms.

A student who wishes to withdraw, must notify ICETS in writing.

Any outstanding course fees must be paid and ICETS will issue a statement of attainment of any units of competency the student has completed. Upon withdrawal from the course, access to the ICETS learning platforms will be cancelled.

Non-attendance

If a student fails to attend a program, program fees will NOT be refunded or allocated to another course date, unless exceptional circumstances exist.

Extensions

Students are required to apply for an extension at least 30 days before their course expiration date.

ICETS understands life can get busy with work, family and other commitments. In exceptional circumstances, a 3-month extension may be granted where the student has demonstrated a commitment to course completion and there are exceptional circumstances.

ICETS will only grant 2 extension periods. No further extension will be granted after the expiration of the second extension period.

An extension fee is payable if an extension application is granted. The extension will not be activated until the extension fee has been paid.

Course durations:

Certificate IV in Government Investigations

Students have 12-months to complete the course work. Following commencement of the course, students are provided with email course progress reminders at 3-months, 6-months and 9-month intervals after their enrolment.

Diploma of Government Investigations

Students have 24-months to complete the course work.

Application for an extension

To apply for an extension, email info@icets.com.au for the application form or print out the form from the resources section in aXcelerate. The completed form is to be sent to your facilitator or ICETS staff at support@icets.com.au or info@icets.com.au

ICETS reserves the right to automatically CANCEL an enrolment if no contact has been made after the 12-month course duration expiry date for a Certificate IV in Government Investigation course or 24-months course duration expiry date for a Diploma of Government Investigations course.

Re-enrolment

If the approved timeframe for course completion has expired (including any extension periods), a student may re-enrol in the qualification course program and if applicable, receive credit transfers for the units of competency that have

been completed. The re-enrolment must occur within 12 months of the expiration of their previous enrolment completion date.

Re-enrolment fees are listed in the Fee Schedule below

Enrolment Changes

Transferability of course enrolment – same student

Requests for transfers to alternate programs, either a change of attendee or a change of course program, can be arranged if ICETS is advised verbally or in writing to info@icets.com.au, more than 10 working days prior to the course commencement date and there is availability on the selected program.

One transfer will be accepted without charge where ICETS has been notified in writing at least 10 working days prior to the scheduled commencement date.

All subsequent transfers will attract an administration charge.

Transferability of course enrolment – to another student

Requests for substitutions are to be made in writing to info@icets.com.au and can be made at any time up to 10 working days before the program commencement date.

Payment Due Dates and Outstanding Fees

Students who do not pay fees as agreed may have their enrolment suspended or cancelled.

Certificates and Statements of Attainment will not be issued until all outstanding fees are paid.

Full fees require payment within the stated invoice period. Full payment is required before the commencement of the course.

Payment Methods Recognition of Prior Learning Assessments and Credit Transfers

No refunds will be given with respect to Recognition of Prior Learning (RPL) assessments.

Payment Methods

ICETS may accept payment of student fees via the following methods:

- a) Credit card (Visa or MasterCard only)
- b) Direct bank transfer
- c) Bank cheque

Fee Schedule (as at 21/05/2025 and may be subject to change)

Course Deposit Fee	
Certificate IV in Government Investigations and Diploma of Government Investigations Note: course enrolment fees are GST exempt.	
Virtual classroom	\$1450.00
Face-to-face in person	\$1450.00
Self-paced distance learning	Full Course Fee Required

Course Fees	
Certificate IV in Government Investigations	
Virtual classroom	\$2600.00
Face-to-face in person	\$3200.00
Self-paced distance learning	\$2400.00
Diploma of Government Investigations	
Self-paced distance learning	\$3500.00
Re-Enrolment Fees	
Certificate IV in Government Investigations	
Virtual classroom	\$1500.00
Face-to-face in person	\$2000.00
Self-paced distance learning	\$1100.00

Diploma of Government Investigations	
Self-paced distance learning	\$1500.00
Recognition of Prior Learning (RPL)	
Certificate IV in Government Investigations	
Full RPL	\$2000.00
Per Unit of Competency	\$220.00
Diploma of Government Investigations	
Full RPL	\$2325.00
Per Unit of Competency	\$320.00
Credit Transfers	
No fee applies	
Other Costs	

Enrolment Admin Change	\$55.00
Extension requests (per request)	\$250.00
Refund Fee	10% of course fee (Max \$500)

Version History

Version	Date	Author	Summary of Changes
1.0	20/05/2025	COO	Created as individual policy (removed from student handbook)
1.1	05/09/2025	Business Manager	Reflect the launch and cost of the enhanced Distance

			Learning Program
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