



## **C-6.1 Student fees policy and procedure**

### **1. Purpose**

To ensure the AVA delivers a transparent, effective and efficient [Student Fee](#) policy.

### **2. Scope**

This policy applies to [Applicants](#) and current and past [AVA CVP Students](#) seeking a refund of [Student Fees](#).

### **3. Policy Statement**

Intended to identify circumstances in which the [AVA](#) may levy charges for ancillary or additional goods or services on [AVA CVP Students](#).

The AVA will conduct all [Student Fee](#) refunds ethically, honestly and with fairness to all parties. This [Policy](#) and [Procedure](#) will be applied equally, in the context relevant to the circumstances, to all [AVA CVP Students](#), past [AVA CVP Students](#) and [Applicants](#) of the [AVA](#).

### **4. Principles**

- 4.1 [AVA CVP Students](#) must be able to complete their chosen [Accreditation Program](#) without facing course-related charges imposed by the [AVA](#). This precludes charges for compulsory or essential components of a [Course](#) or its [Assessment](#).
- 4.2 The [AVA](#) may charge [AVA CVP Students](#) for goods or services, the purchase of which is voluntary and is not a requirement of a [Course](#).
- 4.3 Under the Disability Discrimination Act 1992, the [AVA](#) must not discriminate against [AVA CVP Students](#) with disabilities by charging fees for goods or services which are provided as 'reasonable accommodation' to the needs of such students.
- 4.4 The [AVA](#) will publish a schedule of student fees and charges.

### **5. Procedures**

#### **5.1 Tuition fees**

- 5.1.1 Tuition fees payable will be levied each [Study Period](#) and based on the [AVA CVP Student's](#) enrolment in that [Study Period](#).

## 5.2 Miscellaneous Student Fees, Fines and Charges which may be levied by the AVA

Consistent with these principles, the following are cases in which the AVA may charge AVA CVP Students for goods or services which are ancillary or additional to their Accreditation Program study.

The AVA may charge AVA CVP Students for additional materials or services which are not essential components of a course:

- For example, access to Internet or word processing services (except where these are required as part of a Course); printing of notes from the World Wide Web or disks; and accreditation ceremonies (if provided and given that the AVA CVP Student does not need to attend the ceremony to become accredited).
- If goods or services that are an essential component of a Course are made readily available at no additional charge by the AVA, then the AVA may charge students for:
  - alternative forms of those materials or services - for example, lecture notes or tapes, provided that the lectures are available to AVA CVP Students at no additional charge; and the electronic provision of essential information if the information is also readily available at no additional charge in another form; and
  - alternative access to those materials or services - for example, reading material such as anthologies of required readings provided that these texts are also available at no additional charge.

In certain circumstances, the AVA may charge AVA CVP Students for goods or services which are a component of a Course if AVA CVP Students have the choice of acquiring the goods or services from suppliers other than the AVA:

- goods or services which are necessary to produce items which become the physical property of the AVA CVP Students; and
- equipment regarded as a 'tool of the trade' which AVA CVP Students would take with them at the completion of their Accreditation Program and which working professionals would normally own, for example, protection clothing or footwear, stethoscopes, and reference texts.

The AVA may levy charges as fines or penalties provided that such charges are levied principally as a disincentive and not in order to raise revenue or cover administrative costs:

- for example, fines or penalties for late enrolments, late variations to enrolments or late withdrawals from a Course.

The AVA may charge for an assessment of prior learning only in circumstances in which an individual has not applied for entry to the Accreditation Program.

### 5.3 Circumstances in which the AVA must not levy Miscellaneous Student Fees, Fines and Charges

The AVA must not charge AVA CVP Students for goods or services, which are required for a Course unless those goods or services or alternatives to them are also available to AVA CVP Students at no additional charge. Cases include:

- Course material such as course outlines, reading lists, tutorial or seminar topics and problems, assignment and essay questions and requirements and guidelines for the presentation of work;
- access to the AVA Library subscription, guides and resources;
- clinic, laboratory or workshop materials used in practical sessions within an AVA Course;
- access to on-line resources;
- admissions services;
- examinations or assessments including practical assessment, and re-assessment of results where an AVA CVP Student has failed an assessment and thereby failed a Course.

### 5.4 Obligations of students to pay fees and charges

5.4.1 An AVA CVP Student must pay all subscribed fees and administrative charges by the due date. An AVA CVP Student's obligation to pay may be fulfilled by an upfront payment or an approved sponsorship arrangement where the fees and charges are paid on the AVA CVP Student's behalf.

5.4.2 An AVA CVP Student or Official Sponsor must pay any administrative charge specified for taking a particular action or requesting a service. If the administrative charge is not paid, no further action will be taken nor the service provided by the AVA.

### 5.5 Cancellation fees and refunds

Cancellation fees and refund of fees is outlined within *C/6.2 Refund of student fees policy and procedure*.

### 5.6 Consequences of non-payment

Consequences for non-payment of fees and contribution amounts may include one or all of the following:

- cancellation of enrolment
- the imposition of additional fees or administrative charges
- the imposition of sanctions or encumbrances restricting AVA CVP Student access to services
- accreditation refusal.

These may be applied immediately or applied in a staged manner, depending on the type of fee and amount owing.

## 5.7 Administration

The [AVA](#) will make copies of this advice accessible to [AVA Employees](#) and [AVA CVP Students](#).

If [AVA Employees](#) or [AVA CVP Students](#) are concerned that, in individual cases, charges may constitute fees, then they should take the matter up with the [AVA](#). It is the responsibility of the [AVA](#) to ensure that its charges are consistent with this advice.

Correspondence to the [AVA](#) about this advice should be directed to:

Email: [education@ava.com.au](mailto:education@ava.com.au)

Or

Mail to: AVA CVP Program Manager  
Australian Veterinary Association  
Unit 40/6 Herbert Street  
ST LEONARDS NSW 2065

## 6 References

Nil.

## 7 Schedules

This policy must be read in conjunction with its subordinate schedules as provided in the table below.

## 8 Policy Information

Accountable Officer	Chief Executive Officer
Responsible Officer	Head of Education and Events
Policy Type	AVA Education Policy
Policy Suite	Section C – Student Support and Administration
Subordinate Schedules	Nil
Approved Date	4 December 2023
Effective Date	4 December 2023
Review Date	30 April 2026
Relevant Legislation	Nil
Related Policies	C/3.1 Admission policy and procedure C/3.2 Enrolment policy and procedure

Related Procedures	C/6.2 Refund of student fees policy and procedure SCHEDULE – Student Fees and Charges
Related forms, publications and websites	AVA Chartered Veterinary Practitioner Website
Definitions	<p><b>Terms defined in the Definitions Dictionary</b></p> <p><b>AVA</b> The term ‘Association’ or ‘AVA’ means the Australian Veterinary Association Limited.</p> <p><b>AVA CVP Student</b> A person who is admitted to the AVA CVP Accreditation Program offered by the AVA and is:</p> <ul style="list-style-type: none"> <li>• currently enrolled in one or more Courses; or</li> <li>• not currently enrolled but is on an approved Leave of Absence or whose Admission has not been cancelled.</li> </ul> <p><b>Course</b> discrete element of a program, normally undertaken over a single Teaching Period, in which the AVA CVP Student enrolls, and on completion of which the AVA CVP Student is awarded a grade.</p> <p><b>Enrolment</b> The process of admitting AVA CVP Students to one or more Courses for the current Academic Year.</p> <p><b>Official Sponsor</b> A third party or entity, located either within Australia or overseas, who has formally contracted with the AVA to accept debts on behalf of an AVA CVP Student, and therefore make payments and receive refunds on behalf of an AVA CVP Student.</p> <p><b>Study Period</b> The period during which a Course is offered.</p> <p><b>Tuition Fee</b> Fees charged to AVA CVP Students for enrolment in a course.</p> <p><b>Definitions that relate to this policy only</b></p> <p><b>Miscellaneous Student Fees, Fines and Charges</b> Approved AVA fees, fines and charges not directly related to an AVA CVP Student’s enrolment, but relating to the provision of services by the AVA to an AVA CVP Student.</p>

	<b>Student Fee(s)</b> Includes tuition fees and miscellaneous student fees, fines and charges.
Keywords	Refund, Student Fee Refunds
Record No	

Complying with the law and observing AVA Policy and Procedure is a condition of working for, and volunteering with, the Australian Veterinary Association.