

FEES AND REFUNDS POLICY AND PROCEDURE

Introduction

This policy and its procedures apply to all future and current students of NCLC and sets out how fees and refunds will be applied for short courses, skill sets and accredited courses.

Purpose

This document applies to all future and existing student of NCLC and outlines the policies and procedures to be undertaken when payments and refunds are made.

This document also outlines the policies, procedures and responsibilities of NCLC staff in relation to raising invoices, collecting payment, amending invoices and refunding payments.

Policy

Fees and Charges

- Any fees and charges associated with enrolment are in accordance with NCLC's policies.
- NCLC reserves the right to take appropriate action where fees or charges are not paid by specified due dates in accordance with NCLC's policies.

NCLC will allow concessions on standard fees in accordance with this Section 3 of the Victorian Training Guarantee Guidelines on fees.

The concession fee will be 20 per cent of the NCLC's published fee, being the fee that NCLC would have charged a non-concession government subsidised student in the same course at that time.

Prior to the commencement of training, NCLC will sight and retain copies of all documentation demonstrating an individual's eligibility for the fee concession granted by NCLC for audit or review purposes and to meet the record keeping requirements set out in the Victorian Training Guarantee Guidelines on fees.

NCLC will report to the Department all fee concessions granted by NCLC in accordance with the Victorian VET Student Statistical Collection Guidelines as issued by the Department from time to time.

For enrolments in courses currently on the Scope of Registration of NCLC will charge the concession fee to an individual who, prior to the commencement of training, holds a current and valid:

- a) Health Care Card issued by the Commonwealth;
- b) Pensioner Concession Card; or
- c) Veteran's Gold Card; or
- d) an alternative card or concession eligibility criterion approved by the Minister for the purposes of these

NCLC, in relation, to individuals who are referred Job Seekers will invoice the referring agency directly for the portion of the tuition fee not covered by the referred Job Seeker.

Access and Equity

The applicant's financial situation will be considered so that no person will be prevented from participating in a training program with NCLC.

Fee Waivers/Exemptions

NCLC will allow tuition fee waivers/exemptions in accordance with the Guidelines on Fees, issued by the Department of Education and Early Childhood Development.

Prior to the commencement of training, NCLC will sight and retain copies of all documentation demonstrating an individual's eligibility for the tuition fee waiver/exemption granted by NCLC for audit or review purposes and to meet the record keeping requirements set out in Guidelines on Fees.

NCLC will report to the Department of Education and Early Childhood Development all tuition fee waivers/exemptions granted by NCLC in accordance with the Victorian VET Student Statistical Collection Guidelines as issued by the Department from time to time.

Judy Lazarus Transition Centre

NCLC will not charge a tuition fee for enrolment by an individual who is from the Judy Lazarus Transition Centre (as a prisoner within the meaning of the *Corrections Act 1986*), if NCLC were to commence training of individuals from the Judy Lazarus Transition Centre.

NCLC will retain a copy of written confirmation from the management of the Judy Lazarus Transition Centre that the individual meets the requirements of the Department of Education and Early Childhood Development.

Young people on community based orders

NCLC will not charge a tuition fee for enrolment by an individual who is required to undertake the course pursuant to a community based order made under the *Children, Youth and Families Act 2005*, if NCLC were to commence training Young people on community based orders.

NCLC will retain a copy of written confirmation from the relevant Youth Justice Unit of the Victorian Department of Human Services that the individual meets the requirements of clause

Young People Transitioning From Care Initiative (Provider Network RTOs only)

If NCLC were to commence training young people transitioning from care, NCLC will not charge a tuition fee for enrolment by an individual referred to them with a standard Young People Transitioning from Care Referral Form. NCLC will retain the original Young People Transitioning from Care Referral Form, and return a copy to the relevant referring agency.

Where a student is eligible for a fee waiver, a Referral Form from the relevant organisation should be sighted. Verification of the form should be made with the relevant agency by the Student Services Officer. Once this is completed, the enrolment process will commence as per enrolment procedures.

A copy of the signed and completed referral form should be placed in the students file on. Fee waivers must be approved by the Coordinator.

Fees Paid in Advance

NCLC accepts payment of no more than \$1000.00 from each individual student prior to the commencement of a course. Any additional fees paid in advance do not exceed \$1500.00.

O:\NCLC CURRENT\RTO Documents\Policies and Procedures\P1006Fees and Refunds Policy and Procedure.docx			P1006
Approved D.Fowler	Created 27/01/15	Revised	Version 1.0
			Page 2 of 4

Refund

Numurkah Community Learning Centre Inc. reserves the right to cancel a course at any time prior to commencement date.

- All enrolments will be confirmed when a deposit of 20% of the course fee is paid.
- In the case of a course being cancelled the fee may be transferred to another course or refunded by cheque, electronic funds transfer or credit card reversal, where applicable.
- Enrolment cancellations made in excess of five days prior to commencement of the program will not attract a charge.
- Cancellations of enrolment made less than five days prior to a course beginning will not be entitled to a refund of their deposit.
- Once a course has commenced no refund will be made. If special circumstances exist, a request for a refund should be made in writing to the Committee of Management.
- In the case of government subsidised programs, if a student gives written notice of their intention to withdraw from a course to attend another educational institution, up to 2 weeks after commencement, only their tuition fees will be refunded
- If NCLC is unable to continue with the delivery of a course which has already commenced or partially completed
 - NCLC will provide the student with a Statement of Attainment for all Units of Competency achieved
 - refund the student for the portion of the course which is unable to be delivered. The refund amount will be determined at the time of the cancellation and will be calculated on the portion of the course which has not been delivered
 - where possible, refer the student to another Registered Training Organisation with the same qualification on their Scope of Registration.
- If payments are outstanding you may not be eligible to undertake assessment, continue to study, enrol in further study with NCLC or receive a Certificate or Statement of Attainment.

Procedures

Payment

Accredited Courses

To finalise the student enrolment the Administration Officer will raise an invoice to the student for the full fees, to which the student must either pay in full, pay a minimum deposit of \$100 and negotiate, complete and sign a payment plan or negotiate, complete and sign an application for Centrepay. The student signs to say they agree to the terms and understand they will not be eligible for full accreditation until course fees have been paid in full.

The invoice raised must include:

- Full Name of Student
- Invoice Number
- Date Raised

O:\NCLC CURRENT\RTO Documents\Policies and Procedures\P1006Fees and Refunds Policy and Procedure.docx			P1006	
Approved D.Fowler	Created 27/01/15	Revised	Version 1.0	Page 3 of 4

- NCLC Bank Details
- Course Code and Name
- Full fees:
 - Tuition Fee
 - Materials
 - Text
 - Student Services and Amenities

If for any reason NCLC is no longer able to deliver the course, the Student will be refunded

Short Courses and Skill Sets

To finalise the student enrolment the Administration Officer will raise an invoice or accept payment in person and receipt it to the student for the full fees, to which the student must pay in full prior to commencement of course.

The invoice raised must include:

- Full Name of Student
- Invoice Number
- Date Raised
- NCLC Bank Details
- Course Code and Name
- Date/s and Time/s of course
- Full fees

Related Documents

- Payment Plan
- Enrolment Policy