

FM.01 Fees, Charges and Refunds Policy

The majority of programs delivered by NSS RTO are fully funded and do not have fees charged to individual students. In circumstances where students are enrolled in a fee for service program or additional fees are required the following policy applies.

PURPOSE

This policy ensures that all students are informed of the fees and charges associated with enrolment with the NSS and guidelines for the eligibility of refunds.

The NSS will ensure the protection of all fees and charges and aims to provide clear and accessible information to students prior to and throughout their enrolment and/or other involvement with NSS RTO.

FEES AND CHARGES

- Course fees will be established and reviewed by the RTO Manager, RTO in consultation with the Financial Controller.
- Individuals seeking to enrol in a course with NSS RTO are advised of all fees and charges associated with a course, including course fees, administration fees, materials fees and any other charges and will be provided with a separate Statement of Fees prior to enrolment.
- The Statement of Fees provided to each applicant will detail:
 - The total amount of all fees including course fees, administration fees, materials fees and any other charges.
 - The funding arrangement for enrolments eligible applicants.
 - Payment terms, including the timing and amount of fees to be paid and any non-refundable deposit and administration fees where applicable.
 - Any fees and charges for additional services.
 - NSS RTO's refund arrangements.
 - In the circumstances where students are fully funded and will not be charged any fees or charges a Statement of Fees will be issued stating that no further amounts is payable.
- Persons seeking to enrol with NSS RTO must read and understand this Fees, Charges and Refunds Policy before signing the Schedule of Fees or the student acceptance agreement on the enrolment form.

PAYMENT AGREEMENT

- Where fees are charged applicants will be required to sign a Schedule of fees which outlines the total course fees and payment terms. The financial agreement is designed to provide clear and concise information to the student about applicable fees and charges and provide options for payment. (Payment Agreements generally apply to course fees in excess of \$300 in total)

NSS RTO collects fees in advance for services not yet provided to students in the form of a deposit and/or at various intervals throughout a course and in accordance with the course's relevant payment schedule. To ensure the protection of fees paid in advance, NSS RTO has adopted the following protocol:

Fee Structure:

- Where course fees are no greater than \$300.00 full payment is required prior to or on the day of the course/workshop.
- In line with requirements of Condition 5 of the AQTF standards, NSS RTO has adopted Option 3 and as such where course fees are greater than \$300.00, individuals will be required to pay no more than \$1,000.00 prior to course commencement and no more than \$1,500.00 in any one instalment thereafter.
- An invoice will be issued with full payment to be received within fourteen days of the invoice date.

What do fees cover?

- Unless otherwise specified, course fees include the cost of all tuition and compulsory training and assessment materials and issuance of a qualification testamur or academic statement.
- Any optional textbooks and materials that may be recommended but not required for completion of the course are not included in course fees and will be an additional cost should the student wish to purchase such materials.
- For reissuing of a qualification testamur or academic statement an additional fee will be charges of \$25.00 per re-print.

Methods of Payment

- Payment can be made by cash, cheque or credit card, in person, by mail or telephone, and by direct bank transfer.
- Course participants may request information regarding balance of fees paid via the RTO Manager, RTO.

Issuance of Qualifications

- Upon completion of a course and once all fees have been paid, the printed qualification or certificate with a statement of results will be issued within 30 days and sent to the registered address of the student. When a student withdraws from a course prior to course completion and once any outstanding fees have been paid, a statement of attainment will be sent to the student's registered address.
- NSS RTO reserves the right to withhold the issuing of qualifications and statements of attainment until all outstanding fees have been paid.

Late Payment

- Where a student has failed to make payments as per their payment plan they will be contacted by NSS and a resolution will be negotiated with the RTO Manager RTO.
- In circumstances where the NSS has made all reasonable attempts to contact and negotiate a solution with the student without success a final warning letter will be issued advising the student of NSS RTO's intention to terminate the enrolment agreement.
- Where fees are not paid within the seven (7) day period indicated in the final warning letter and, if the student or the parent/legal guardian (if under 18 years of age) has not contacted NSS RTO and not made other arrangements for payment, the student will be issued with a cancellation of enrolment notice.
- In exceptional circumstance a student's outstanding debt may be referred to a debt collector if payment is not received or contact is not made following the final warning letter.

- Students whose enrolment agreement is terminated will retain their course fee liability and all other liabilities relating to the engagement of a debt collection agency. This means that students cannot commence studies in the next term or semester or re-enrol with NSS RTO until the remaining debt is paid in full.

REFUNDS

Course cancellation:

In the event of a training course being cancelled by NSS RTO, all students enrolled in the course will have the option of being transferred to a later course or having a full refund of monies paid. Refunds will be distributed in the form that money was received.

Course withdrawal:

Students or organisational clients who wish to withdraw from a course must notify NSS RTO in writing via completion of a Course Withdrawal Form, by written correspondence or email. Students who have not provided written advice of withdrawal are not eligible for consideration of a full refund.

- The student must formally advise the NSS RTO, a minimum of 21 calendar days before classes commence and with no attendance or participation in training, that the student is withdrawing from the course. Refunds will be distributed in the form that money was received.
- Individual students or organisational clients who withdraw from a course with less than 21 calendar days' notice from course commencement or after course commencement will not receive a full refund. Refunds will be calculated

Refund Request:

In all other circumstances where a refund required the request must be provided by written correspondence or email to the RTO Manager. For example, refunds will be considered where:

- The student paid the full fee but is granted Youth Allowance or Austudy within two weeks of the date of enrolment or the date of first attendance at class or participation in training. If the course allows for a concession and the student is eligible, a refund for the difference between the full fee and concession fees will apply.
- The RTO Manager, RTO is of the opinion that the student would be unreasonably disadvantaged if a refund was not granted. For example, a student meets with a serious misadventure/illness and is unable to continue with the enrolment.
- Any circumstance where students believes they would be unfairly disadvantaged.

Requests for a withdrawal and/or refund will be assessed and responded to by the RTO Manager within 20 working days. The student will be notified in writing of the outcome of the refund application.