

Purpose

The purpose of this policy is to ensure that NV College (RTO) appropriately and fairly determines and administers student fees, deferrals and refunds across a variety of funding arrangements.

This Policy applies to all fees, charges, refunds and fee protection for qualifications and units of competency delivered by the RTO applicable to students undertaking a Government Funded Training Contract or a Fee for Service arrangement.

Policy Statement

The RTO provides a fair, equitable and transparent approach to determining and administering fees, deferrals and refunds to all students in accordance with the Standards for RTOs and Smart & Skilled Fee Administration policy.

Fees:

The RTO will:

- Ensure this Course/Student fee and Refund Policy is publicly available to all Students, a link will be provided on our website www.nvcollege.edu.au under the 'Student Info' tab and also within our student handbook.
- Ensure all fees are fair and equitable in relation to market pricing and follow appropriate government legislation and the Standards for RTOs.
- Determine student fees for each course in which students are enrolled and reserves the right to review and adjust fees.

Once a student accepts an offered training place and the quote for course/student fees, the enrolment is then confirmed and the student becomes liable for payment of all fees.

Information about individual course fees can be obtained by contacting the NV College team.

A number of factors will determine how much your course will cost. This includes things like, but not limited to:

- Which course you will study
- Course duration
- Study load and mode of delivery (full-time, part-time, face to face or online etc)
- Your eligibility for subsidies or concessions
- Any Credit Transfer or Recognition of Prior Learning applications

Fees will be discussed prior to enrolment, with you and/or any third party (employer/employment agency) who may be paying the applicable fees.

For more information on your eligibility for NSW Government Smart and Skilled funding please visit [Smart and Skilled prices, fees and subsidies | NSW Government](#)

Fee Collection:

Once a student has confirmed enrolment into a course, NV College will raise an invoice for the applicable student fee.

The invoice will be emailed directly to the student for payment or in circumstances where an employer or other party (eg: Employment agency) has agreed to pay the student fees, the invoice will be forwarded to that party for payment.

Invoices have a 14 day payment term and all fees due must be paid within that term and/or prior to training commencement. **In ALL cases Certificate or Statement of Attainment will NOT be issued until course fees are paid in full.**

Please be aware that NV College does not collect more than \$1500.00 in advance for services yet to be provided to any individual student at any time throughout a course or training program.

Student Payment Plans:

To ensure our students are given every opportunity to further their studies without being negatively impacted financially, payment plans are available for some course/student fees.

These payment plans will be negotiated and approved using the 'Student Payment Plan Agreement' form, prior to course commencement. Please contact NV College to discuss further.

NVC Group employees can arrange to have student fees automatically deducted from their wages in an approved payment plan. An additional authorisation form will need to be completed and provided to the NVC Group Payroll Department.

Course cancellation:

NV College supports a 'cancellation without penalty' cut-off date of 3 working days **prior** to course commencement. Should you cancel your enrolment, in writing, from a course prior to the cut-off date a full refund of any fees paid will be made.

Where a student has withdrawn from a full qualification and the units completed meet the requirements for a lower level qualification, which attracts a lower student fee, NV College will adjust the fee in line with the new lower level qualification fee.

Cancellation and Refunds

Refunds are provided based on the circumstances outlined below:

Reason for cancellation	Notification requirements	Refund applicable
Student withdraws from course prior to commencement	Notifies RTO within 3 working days	Full refund
Student withdraws from course prior to commencement	Less than 3 working days notification received	No refund
Student does not attend course - payment was made by third party	Notifies RTO within 3 working days	Full refund
Student does not attend - payment was made by third party	Less than 3 working days notification received	No refund 1 rescheduled place offered
Student withdraws from course after commencement	Notifies RTO in writing and refund requested	No refund on fee's paid and future payments are cancelled OR if paid in full a pro rata refund based on units not commenced will be calculated.
Withdrawal due to illness or other extenuating circumstance	Notifies RTO in writing and refund requested	General Manager to review on a case by case basis
Course cancelled by RTO	Students advised as soon as possible	Full refund or replacement place offered

Fees will be adjusted where unaccounted RPL or Credit Transfer results are granted after enrolment. Student fees will be re calculated accordingly and a refund given of any monies paid in excess of the new calculated Student fee.

Special consideration for refunds or deferrals may be given to students in extenuating circumstances or on compassionate grounds by way of a written request to the RTO General Manager. Students may need to provide evidence of the exceptional circumstance concerning the request for refund or deferral and include documentary evidence, such as detailed medical certificates or a statutory declaration demonstrating a disruption to studies.

Administration or transaction fees charged by a financial institution are not refunded unless the refund arises from a decision or action by the RTO.

Refund Ineligibility

Where a First Aid/CPR or Safe Food Handling student fails to complete the required online component of the course **prior to attending** the scheduled class, the Student will **not** be accepted into the class but they will be given 1 opportunity to transfer into the next available course.

Should the student not complete the course after the 1 transfer option their enrolment will be cancelled and the fee paid by the student or their Authorised Representative or Employment Services Agency, will **not** be eligible for a refund.

In that instance, they must re-enrol in an upcoming Course and pay a new Fee to enrol in that Course.

Failure to make payment:

If payments are not made according to the agreed terms of the enrolment, NV College may find it necessary to suspend training until payment is received.

Certificate or Statement of Attainment will NOT be issued until course fees are paid in full.

If you are experiencing financial difficulty, please contact NV College as early as possible to discuss available options.

Refund Processing Procedure:

- Client advises RTO in writing of course withdrawal/cancellation
- RTO acknowledges request via email and sends a Student Withdrawal or Deferral form for completion.
- Student withdrawal form is returned – Admin process enrolment withdrawal/cancellation
- If a refund has been requested - Admin to determine appropriate refund using chart above and complete the Office use only section on the student withdrawal form or send to RTO GM for review as applicable.
- Refund recorded on withdrawal Form and shared with RTO GM or QAO for approval.
- Admin receive approval and process refund as applicable.
- Time frame for refund processing is 10 working days from approval.

Refer to Form_Student withdrawal or Deferral