

Student Fees and Charges Policy

1 PURPOSE

To provide a clearly documented process relating to fees and charges associated to overseas students studying at National Training College of Australia. This policy has been developed in accordance with supports clause 5.3 of standard 5 and Clause 7.2 of Standard 7 of the standards for Registered Training Organisations 2015

To ensure each overseas student or prospective student is properly informed and protected through the provision of comprehensive and relevant fee information

2 SCOPE

This policy applies to all Students who are commencing, have commenced or are continuing study with National Training College of Australia.

Overseas students choosing to study at National Training College of Australia are required to pay all fees and charges agreed to in the Letter of Offer and Acceptance (Written Agreement).

3 RESPONSIBILITY

The Administration Manager is responsible for the implementation of this policy and to ensure that the staff is made aware of the application of this procedure and that staff implement its requirements

4 POLICY STATEMENT

4.1 GENERAL RULES

- 4.1.1 National Training College of Australia charge a variety of fees and charges for courses in relation to market demand.
- 4.1.2 Fees and charges are published and available online via National Training College of Australia's website.
- 4.1.3 Students are notified in their Letter of Offer and Acceptance (Written Agreement) of all fees and charges, including that these are subject to change.
- 4.1.4 Payments including fee deposits are not accepted from overseas students until National Training College of Australia receives their signed and completed Letter of Offer and Acceptance (Written Agreement).

- 4.1.5 Tuition fees do not include the application fee, kit fee or material fees. These will be listed in the letter of offer.
- 4.1.6 Any changes to fees and charges are updated on all electronic and print material including Letter of Offer and Acceptance (Written Agreement) and marketing/recruiting materials.
- 4.1.7 Students who do not opt for full payment at the start of the course are required to have a payment plan with National Training College of Australia.
- 4.1.8 Fees and charges are reviewed at least annually, however, they may change at any time during the year. International education agents are notified of any changes to fees and charges and are supplied with updated materials.
- 4.1.9 National Training College of Australia will not issue any qualification or award prior to the completion of payment of all fees and charges in full.
- 4.1.10 Student will pay the same amount of fees at the time of enrolment until completion of the course.
- 4.1.11 Rescheduling of any course or unit of competency may incur variations in fees and charges such as an increase to be paid or an amount to be refunded.
- 4.1.12 Enrolling in a new course will incur any new fees.
- 4.1.13 Tuition fees will not be transferred to another educational institute.
- 4.1.14 National Training College of Australia enrolment/application, airport pick up fee, accommodation fee is non - refundable.
- 4.1.15 Upon suspension of the course, the fees scheduled in Payment Plan remain due on the scheduled dates.
- 4.1.16 Credit Transfer are not charged to the students.
- 4.1.17 No fee shall be charged to issue release to the students as per the Transfer between Providers' Policy
- 4.1.18 No fee shall be charged to issue any statement of attainment, Certificates, and Record of Results

4.2 FEES AND CHARGES

- 4.2.1 Fees are payable as agreed with National Training College of Australia and documented in the Letter of Offer and Acceptance of Offer. The balance of fees is to be paid on the basis of an instalment program that is scheduled and agreed upon in the Letter of Offer and Acceptance of Offer.
- 4.2.2 Tuition fees will not be transferred to another educational institution.
- 4.2.3 National Training College of Australia may restrict or withhold services or materials from learners if fees are overdue.

4.2.4 Students are required to pay the following fees:

- a) Application/enrolment fee (non- refundable)
- b) Course, as per letter of offer
- c) Material Fees, as per letter of offer
- d) Overseas Student Health Cover (OSHC),
- e) Accommodation,
- f) Airport Pickup, and
- g) Any other fees outlined in the Letter of Offer and Acceptance (Written Agreement) and attached schedule of fees for students.

4.2.5 Applicants must pay the following fees in order to secure their enrolment at National Training College of Australia:

- a) A specified pre-payment tuition fees (this will be no more than 50% of the total course fees for overseas students)
- b) Application/enrolment Fee
- c) OHS fee (for overseas students)

References: Tuition Protection Service (TPS): under the Education Services for Overseas Students Act 2000: Under the ESOS legislation providers cannot require students to pay more than 50 per cent of their tuition fees before they start the course. However, students, or the person responsible for paying the tuition fees, may choose to pay more than 50 per cent of their tuition fees before they start their course. An option to this effect has been included in the Enrolment form and Offer and Acceptance Agreement.

4.2.6 Course Materials

- a) Course fees do not include the cost of resource materials, equipment, tools and uniforms required for specific courses.
- b) Additional fees for the cost of materials, additional equipment or other resources necessary to successfully complete a course will be charged. Material Fee includes learning resources (PowerPoint handouts, textbooks, printouts, soft copies of learning resources)

4.2.7 Payment particulars:

- a) Students must pay the Application/Enrolment Fee, otherwise the application will not be processed.
- b) Enrolment, Accommodation and Airport Pickup Fees are non-refundable.
- c) Students must pay all associated Course Fees as per the Letter of Offer and Acceptance (Written Agreement) and Fee Schedule, otherwise students will not be allowed to continue study.
- d) Course fees can be paid in Full at the start of the course, or in Advance by term or in accordance with the schedule outlined in the Enrolment Agreement.
- e) Course Fees will not be transferred to another provider, should a Transfer of Provider request be approved.
- f) A Refund of any fee will only be processed in accordance with the Refund Policy.

4.2.8 Changes to CoE

- a) Request for Changes to the CoE such as changes to intake date, courses offered or any other change which does not arise due to emergency/exceptional circumstances will incur an administration cost.

4.2.9 Course Extension

- a) Course extension arising due to implementation of intervention strategy or on request by student to complete pending units will be charged based on the total duration of the extension.
- b) Extension course fee will be calculated as follows:
(Total Course Fee / Total duration of the course in weeks) x duration of extension courses in weeks

4.3 FEE INCREASES

4.3.1 Students are informed on the Letter of Offer and Acceptance of Offer that tuition fees will not increase during their period of enrolment at National Training College of Australia.

4.3.2 Fees during the enrolment period as tabled under (5.3), may, however, be subject to increase. Notices will be placed throughout the National Training College of Australia campus(es) notifying students if any of these fees are to increase. Students will be provided with four weeks' notice of the intention to increase any of these fees.

4.4 PAYMENT METHODS

4.4.1 All Fee payments must be made in Australian Dollars and can be paid by:

- Cash,
- Direct or SWIFT Deposit,
- Credit Card,
- Bank Cheque or Money Order

4.4.2 Payments made using a Credit Card will incur surcharge of 3%.

4.5 PAYMENT EXTENSION

4.5.1 Should the student experience financial difficulties or encounter unforeseen circumstances where payment of fees cannot be made, then the student may request an extension of fees by writing to the administration team.

4.5.2 Applying for a fee extension does not guarantee that an extension will be granted.

4.5.3 If an extension is approved, then a revised payment schedule will be determined.

4.6 LATE PAYMENT

4.6.1 Should a student not pay the required fees by the due date, late payment fee applies

- 4.6.2 Should a payment plan be entered into, the due date is the date of the agreed instalment due date, should a student fail to pay instalments then the overdue fees will apply to each instalment that is late.

4.7 CANCELLATION

- 4.7.1 The failure to pay any owed fee or late payment may result in the cancellation of the student's enrolment.
- 4.7.2 In the event that a final notice to cancel CoE, the student shall have 20 days to access the Complaints and Appeals process.

4.8 OVERSEAS STUDENT HEALTH COVER

- 4.8.1 As a condition of your student VISA, the Australian Government requires the student to have Overseas Student Health Cover.
- 4.8.2 National Training College of Australia is able to provide OSHC through (Allianz Insurance) and will provide the associated fees and charges on the Letter of Offer, or the student is free to arrange OSHC themselves.
- 4.8.3 Students will not be able to obtain a valid Student VISA, if they do not have proof of OSHC.

4.9 RECOGNITION OF PRIOR LEARNING & OBLIGATIONS TO RECOGNIZE AQF QUALIFICATIONS

- 4.9.1 College will ensure that a student's prior knowledge and skills are recognized; providing they are able to demonstrate satisfactory achievement of the performance outcomes within that course requirement (refer to College Credit Transfer & RPL Policy). There will be no charge for Credit transfer.
- 4.9.2 RPL will be charged per qualification.

4.10 TUITION ASSURANCE

In accordance with the ESOS Act, National Training College of Australia ensures the security of Student Fees through membership to the Tuition Protection Service.

5 SCHEDULE OF FEES

5.1 APPLICATION/ENROLMENT FEE (NON-REFUNDABLE)

A non-refundable application fee of \$300.00 applies.

5.2 CURRENT COURSE COSTS

Listed below are the current course costs (subject to review and change)

Refer the website for updated fee schedule

5.3 FEES DURING THE ENROLMENT PERIOD

Repeat of unit	AUD 500
RPL assessment (per unit of competency)	AUD 300
Application fee (non- refundable)	AUD 300.00
1 st Re-assessment for theory	NA
2 nd re-assessment per unit	AUD 300.00
Re-assessment per unit to academic misconduct (2 nd Warning)	AUD 500.00
Catch up for each unit	AUD 200.00
Oxford English Placement Test Fee	AUD 20.00 per test
Administration charges per change of CoE request (<i>intake change, course change and any other change</i>)	AUD 300.00
Replacement Statement of Attainment/Certificate	AUD 50.00
Replacement ID card	AUD 20.00
Credit card Payments Surcharge	3%
Late payment fee per week (max. AUD 200)	AUD 50.00/week
Airport pickup (non- refundable)	AUD 100.00
Postage of Certificates	AUD 20
Academic support class (per two-hour class)	AUD 60
Moderation on appeal (per assessment task per unit)	No charge
“One-on-one” mentoring (per hour)	No charge
OSHC fees	Vary as per duration
Material fees	AUD 500

6 STUDENT DECLARATION

This written agreement, and the right to make complaints and seek appeals of decisions and action under various processes, does not affect the rights of the student to take action under the Australian Consumer Law if the Australian Consumer Law applies - (Standard 3.4.5 – The National Code 2018).

I acknowledge that I have read and understood the Fees and Charges Policy of College.

Student Name:

Student Signature:

Date: / /