



Nepean Community College

Fees, Refunds and Charges Policy

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1. Purpose

Nepean Community College (NCC) (RTO ID: 1223) will provide information in the Student Handbook and will direct individual learners to the NCC website, in relation to the collection of course fees, prior to enrolment or the commencement of training and assessment, whichever comes first, which will specify:

- All relevant fee information including:
 - fees that must be paid to NCC
 - payment terms and conditions including deposits and refunds
 - the learner's rights as a consumer, including but not limited to any statutory cooling-off period, if one applies
 - the learner's right to obtain a refund for services not provided by the RTO in the event that the arrangement is terminated early, or the RTO fails to provide the agreed services.

2. Fees and Refunds Policy

Fees are charged for all NCC courses, and will be determined, by taking into account:

- budget constraints,
- the funding available (if any)
- the cost for the provision of the course and
- other factors in determining the course fee to be charged.

Students will pay an administration fee at the time of submitting their enrolment application in accordance with the specific requirements of their course.

Students may also negotiate a payment plan for the remainder of the course fees, to be paid over the duration of their course.

Fees are subject to change and students are advised to contact NCC. Check the RTO website and/or the current marketing materials for more information and instructions regarding NCC courses fees.

NCC will not accept enrolments without the payment of the administration fee for the course to be undertaken.

Certification documentation upon completion of a course will only be issued to a student when all fees owed to NCC have been paid.

2.1 Concession Fees

Concession fees, if available, are marked in all marketing materials. Concessions are only granted at time of enrolment. There is a limit of one concession per course per individual.

Student Concession prices, where advertised, will only be available to:

- Health Care Card holders.
- Students receiving a pension

2.2 Fees paid in advance

Fees for courses costing over \$1500 will be paid in a manner so that no more than \$1500 in prepaid fees is collected from any student prior to the commencement of a course or at any other

given time through the course, for services that are yet to be delivered to the learner.

Fees paid in advance are fees paid at any time for a course, product or service that is yet to be delivered.

2.3 Refunds

Refund policies will be clearly available to all students prior to enrolment, through the NCC website, the Student Handbook and any Course Guides.

Full qualification refunds

For full qualification enrolments:

- A full refund will be given if NCC cancels a program
- A refund or transfer will be given if students give at least seven days written notice of withdrawal or transfer.
- Refunds may be available after the commencement of the course, at the discretion of the CEO, after written request is received.
- A student who enters into a payment plan and then withdraws from the course will be liable to pay the enrolment fee, course preparation fee or full fee for the course in accordance with the above. Payments will fall due as per the payment plan.

Short Courses refunds

For short courses and once an enrolment has been accepted:

- A full refund will be given if NCC cancels a program.
- A refund or transfer will be given if students give at least seven days written notice of withdrawal or transfer.
- Refunds or transfers may be available after the commencement of the course, at the discretion of the CEO, after written request is received.
- Withdrawal or discontinuation of a course must be sent to NCC in writing / email or face to face. NCC will ascertain the reason for discontinuation to ensure that all reasonable efforts have been made to address concerns in respect to the delivery of the training.

3. Refund Procedure

- Students are required to make a request for refund by email.
- NCC will either approve or decline the refund.
- For all approved requests, the CEO will ensure the refund is processed in accordance with usual administration procedures.
- Requests for refunds may only be refused in accordance with the policy, and in such case the CEO will inform the student within seven (7) of the claim, the reasons for declining to refund the course fees.
- Refunds will normally be paid by credit card refund and/or direct deposit.

3.1 Recovery of Outstanding Fees

All fees and charges must be paid by the due date.

Failure to pay fees and charges may result in any or all of the following until the student pays the full amount owed:

- Suspension from attending or participating in the course
- Exclusion from assessment activities
- Withholding of certification documentation
- Termination of the enrolment

4. Responsible Parties

- CEO
- Program Manager

5. Related Documents

- Course Information Guides
- Student Handbook
- Enrolment forms
- NCC website

END OF DOCUMENT