

Fees & Charges and Refund Procedure

The purpose of this document is to outline:

- How and when NCAT charges fees for Tertiary (Certificate IV and Diploma) courses
- When and how students are required to make payments
- How to apply for a refund

Informing Students

NCAT provides students with a Statement of Fees *prior* to enrolment with:

- All fees and charges to be paid.
- Payment terms and conditions including deposits, payment plans and refunds.

Information regarding fees, charges and refunds is contained within the following documents provided to student at pre-enrolment:

- NCAT Statement of Fees
- NCAT Student Handbook
- NCAT Fees, Charges and Refunds Procedure (this document).

Determination of Tuition Fees and Charges

Fees are determined based on a range of variables including program duration, delivery methods and resource requirements. All fees and charges are reviewed annually.

Fee Waiver for Extreme Hardship/Exceptional Circumstances

NCAT will not charge tuition fees to students enrolling in subsidised training as per the fee waiver clause of the Skills First Guidelines About Fees and Eligibility.

Any other applications for a Fee Waiver based on extreme hardship or exceptional circumstances must be provided in writing to the Principal who will decide whether the waiver will be granted.

Issuing Statement of Fees

Students are provided with Statement of Fees prior to enrolment to outline;

- Tuition Fee types (Subsidised Standard, Subsidised Concession or Fee for Service)
- If a fee waiver/exemption applies
- If adjustment for Credit Transfers or units via RPL applies
- Code, title and currency of program
- Any other applicable charges such as amenities, or materials charges
- The total cost

Student Fee Categories

NCAT has three tuition fee levels for tertiary training delivered.

Eligibility for subsidised training is based on the Skills First Funding Contract, and the Skills First Program Guidelines About Fees.

All students will complete an assessment of eligibility for any government subsidised training during the pre-enrolment process.

Information on State Government subsidised training can be found at:

- Department of Education and Training website (<http://www.education.vic.gov.au>).

There are no additional costs for:

- Credit Transfer
- Reassessment

Fee Category	Description
Standard (Government Subsidised Training)	Students eligible* for subsidised training under a Victorian Skills First Funding contract.
Concession	<p>A concession fee of 20 per cent of the standard, subsidised tuition charge (may be available to students who are eligible* for a subsidised training place in a Certificate IV level qualification or lower and</p> <ol style="list-style-type: none"> 1) hold a current: <ol style="list-style-type: none"> a) Health Care Card issued by the Commonwealth; or b) Pensioner Concession Card; or c) Veterans Affairs Gold Card; or d) are a dependent spouse or dependent child of a card holder. <p>OR</p> <ol style="list-style-type: none"> 2) Self-identify as being of Aboriginal or Torres Strait Islander descent <p>OR</p> <ol style="list-style-type: none"> 3) Self-refer and are eligible to participate in the Asylum Seeker VET program or are referred to training by the Asylum Seeker Resource Centre or the Australian Red Cross. <p><i>*Concession card holders are not eligible for concession tuition for Diploma level qualifications.</i></p>
Full Fee	<p>Full fees are applicable to students</p> <ul style="list-style-type: none"> • who are not eligible for a government subsidised place in a qualification • are participating in a course that is not offered as part of a subsidised training program.

Grace period

Students who are unable to provide evidence of concession at enrolment have until the end of the first week of Term 1. The concession card must have a start date of on or prior to the start date of training.

Additional Charges

Students may incur additional charges for Amenities and Materials above standard tuition fees to cover additional costs in the provision of training.

Other Fees are applicable as per the below table.

RPL fees	<p>Where a student wishes to apply for RPL they are required to pay an Application Fee of \$250 (including GST). This fee allows NCAT to make a determination regarding the student's RPL application.</p> <p>During the application process NCAT will determine the applicable fee for each RPL unit. This per unit fee is determined on a case-by-case basis, however, will be a minimum of \$250.00 and maximum of \$500.00. For students in receipt of Government funding, RPL costs still apply.</p> <p>All RPL costs must be paid up front, prior to the RPL assessment process commencing.</p>
Replacement Certificate and/or Statement of attainment	<p>If a student loses or misplaces their original Statement of Attainment or Certificate, a replacement document can be provided for a charge of \$50.</p>

Deposits and Payment Plans

Deposits

A deposit consisting of the Amenities and the Materials fee may be charged prior to the course commencement to secure a place as detailed in the Statement of Fees. The balance of fees will be charged upon course commencement.

Collecting payment

NCAT collects payment for training services via:

- Credit Card /Debit Card
- Direct Debit / Payment Plan
- Direct Deposit
- Cash or Cheque
- BPAY (on request)

Payment Plans

Payment plans may be negotiated on a case-by-case basis.

Payment plans for remaining tuition fees can be negotiated between NCAT and the student at the time of enrolment. The following requirements apply:

- All payment plans must be made via direct debit. Cash payment plans are not available. Remaining fees must be made via regular instalments over the length of the course, as negotiated at enrolment and recorded on a Direct Debit Request form.
- If a student's account details change, the student is responsible for notifying NCAT and providing the new details prior to the date of the next payment/instalment.

All payments must be paid by the due dates provided to the student on the Statement of Fees or direct debit payment plan.

Late or Non-Payments

Students who are having trouble making payments on time are asked to call NCAT and speak to a NCAT representative to discuss alternative arrangements for payment during their period of difficulty. Payment plans may be re-negotiated at the discretion of NCAT.

In the event of late/non-payment where NCAT has not already been notified by the student, the student will be contacted to negotiate a solution. If attempts to receive payment are unsuccessful, the student may be suspended or withdrawn from training. The Principal must approve any decision to suspend or withdraw a student due to non-payment.

If the student still owes fees to NCAT at the completion of the course, they will not be issued with a Certificate or Statement of Attainment until outstanding fees have been paid.

Refunds

All requests for refunds must be made in writing using the [Refund Form](#) and sent to ncat@euducation.vic.giv.au.

If a student withdraws from a course enrolment, refunds are NOT made automatically. The reasons and timeframes for a refund are outlined on the next page.

Students withdrawing from qualification courses or skill sets must go through a formal withdrawal process.

Applying for a Refund

A student who wishes to apply for a refund must complete an NCAT Refund Form obtained from NCAT general office.

Return the form to NCAT within 30 days of ceasing participation in the course in which they are enrolled. If needed, the student can seek help from a relevant

NCAT staff member to complete their application.

Withdrawal / Course Cancellation	Notification time frame of withdrawal / cancellation	Refund eligibility and fees still payable	Refunds payable within
Student initiated withdrawal	More than 14 days prior to course commencement	Refund of all fees paid	30 days of receipt of application
Student initiated withdrawal	Between 1 – 14 days prior to course commencement	Refund of all fees paid; minus <ul style="list-style-type: none"> \$100 administration fee 	30 days of receipt of application
Student initiated withdrawal	After course commencement date	Refund of all fees paid; minus <ul style="list-style-type: none"> Pro rata tuition fee for training services delivered* \$100 administration fee 	30 days of receipt of application
NCAT initiated withdrawal (student breach of policy and procedure and/or Code of Conduct)	At any time after commencement of the course where a student has been found to be in breach of NCAT’s policies and procedures (e.g., in relation to attendance/engagement, academic or general misconduct)	Refund of all fees paid; minus <ul style="list-style-type: none"> Pro rata tuition fee for training services delivered* \$100 administration fee 	30 days of receipt of application
NCAT initiated course cancellation	Prior to course commencement where NCAT cancel a course or is postponed for more than 4 weeks	Refund of all fees paid	30 days of receipt of application
NCAT initiated course cancellation	After course commencement	Refund of all fees paid for services not yet delivered.	30 days of receipt of application
Outside circumstances requiring course cancellation	Where, for reasons beyond NCAT’s control, including Acts of Government authorities, civil strike and riots, the student is prevented from commencing a course	Refund all fees paid (at discretion of NCAT)	30 days of receipt of application

*A pro-rata refund is calculated as a percentage of the total scheduled hours delivered prior to the withdrawal.

Appeals

A student who is dissatisfied with NCAT's decision in relation to their application for a refund may choose to lodge an appeal following the process outlined under NCAT's Complaints and Appeals Procedure.

Related Documents

- NCAT Student Handbook
- NCAT Refund Application Form
- NCAT Statement of Fees
- NCAT Complaints and Appeals Procedure.

References

Regulations and Contracts

- AQTF Essential Conditions and Standards for Continuing Registration
- VRQA Guidelines for VET Providers
- Standard VET Funding Contract, *Skills First Program*
- Skills First Quality Charter
- Skills First Guidelines about Fees
- Skills First Guidelines about Eligibility

Definitions

Term	Definition
Fee Structure	A document outlining NCAT's course fees.
Statement of Fees	An individualised statement or quote produced by applying NCAT's Fee Structure. A Statement of Fees contains accurate, relevant and up-to-date fees and charges information.
Pre-paid fees	Fees paid by the student which are attributed to services that have not yet been provided/delivered by NCAT.
RPL	Recognition of Prior Learning:
Amenities Charge	An amenities fee may be charged for services that provide comfortable amenities and facilities.
Materials Charge	The materials charge covers the class materials required over the duration of the course. This could include course manuals, the use and maintenance of equipment, materials for visual art or timber and components for making guitars.