NORTHERN COLLEGE OF THE ARTS & TECHNOLOGY

Tertiary Fees & Charges and Refund Procedure

The following applies to all Certificate IV level programs delivered as part of the tertiary program.

For Certificate II and III level VET Delivered to Secondary Students (VDSS) programs refer to the DET Parent Payment Policy.

The purpose of this procedure is to:

- Outline how NCAT determines, charges and collects fees for post-secondary vocational education and training programs.
- Ensure prospective and current students receive clear and accurate information regarding fees, charges, payment arrangements and refunds.
- Ensure compliance with the Standards for NVR Registered Training Organisations 2025, the Skills First Funding Contract and associated Skills First Guidelines.
- Describe the circumstances under which refunds, fee waivers and fee concessions apply.

Informing Students

Prior to enrolment and before requesting or accepting any payment, NCAT will provide prospective students with clear and accurate information regarding:

- tuition fees;
- government subsidised training arrangements;
- Skills First funding entitlements;
- fee waivers and fee concessions;
- amenities and materials charges;
- payment terms and schedules;
- refund rights and processes;
- any learner obligations including equipment, instruments, software, technology, uniforms, consumable materials or other course-related costs.

Students will be provided with:

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

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Issuing a Statement of Fees

Prior to enrolment, each student will receive a Statement of Fees containing:

- qualification code and title;
- indication of whether training is subsidised through Skills First;
- tuition fee categories;
- any applicable concession or fee waiver;
- tuition fees payable by the student;
- other applicable fees including amenities and materials charges;
- total expected course cost payable by the student;
- refund information;
- payment due dates;
- available payment arrangements.

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.

Invoice

Individual fees are determined based on a range of variables. At enrolment students will be issued with a personalised invoice that reflects:

- any applicable concession or fee waiver;
- any fee adjustments resulting from Credit Transfer or Recognition of Prior Learning (RPL)
- total amenities and materials charges payable by the student
- total course cost payable by the student;
- payment due dates;

Skills First Fee Waivers

NCAT will grant mandatory fee waivers in accordance with the current Skills First Guidelines About Fees.

Fee waivers apply to eligible students including:

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- Aboriginal and Torres Strait Islander students (First Peoples Access Fee Waiver);
- students from the Judy Lazarus Transition Centre;
- young people required to undertake training under a Community Based Order;
- any other cohort specified under the current Skills First Guidelines.

NCAT will retain evidence of all fee waivers in accordance with Skills First evidence requirements

Fee Waiver for Extreme Hardship

In addition to mandatory Skills First fee waivers, NCAT may consider applications for a discretionary fee reduction or fee waiver based on demonstrated financial hardship or exceptional circumstances.

Applications must be submitted in writing and supported by appropriate evidence. Approval is at the discretion of the Principal.

Concession Card Evidence Requirements

Students are only eligible for the concession card rate upon presentation of a Health Care, Pension or Veterans card on which they are named and is current at the time of enrolment. Eligibility for a concession must be assessed prior to commencement of training.

NCAT may sight:

- the original concession card;
- a digital concession card displayed through an approved government application;

Retention of Concession Evidence

NCAT will not retain copies of concession cards or Centrelink Customer Reference Numbers. Instead, NCAT will record:

- the student name;
- concession type;
- date sighted;
- name of staff member who sighted the evidence; and
- relationship to the card holder where applicable.

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Concession Grace Period

Students who cannot provide concession evidence at enrolment may be granted a grace period until the end of the first week of training.

The evidence provided must demonstrate that concession eligibility **existed on or before** the student's training commencement date.

Student Fee Categories

NCAT maintains the following tuition fee categories:

Fee Category	Description
Standard (Government Subsidised Training)	Students eligible* for subsidised training under a Victorian Skills First Funding contract.
Concession	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 1) hold a current: 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. OR 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. *Concession card holders are not eligible for concession tuition for Diploma level qualifications.*
Full Fee	Full fees are applicable to students • 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.

Information on State Government subsidised training can be found at:

- Victorian Government Sills First website

There are no additional costs for:

- Credit Transfer
- Reassessment (maximum 2 assessments per unit of competency)

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Additional Charges

Additional fees may apply for:

- amenities;
- learning resources;
- course materials;
- consumables;
- specialist equipment;
- elective activities;
- replacement qualifications or Statements of Attainment; (If a student loses or misplaces their original Statement of Attainment or Certificate, a replacement document can be provided for a charge of $50)
- Recognition of Prior Learning applications.

All additional charges will be disclosed prior to enrolment and included in the students' Statement of Fees where applicable. No fees other than those disclosed in the student's Statement of Fees will be charged without prior notification and agreement from the student.

Recognition of Prior Learning Fees

Students applying for Recognition of Prior Learning (RPL) will be charged:

- RPL Application Fee: $500 (GST inclusive)
- Unit Assessment Fee: $250 to $500 per unit

All RPL fees are payable before assessment activities commence.

Adjustments

If adjustment for Credit Transfers or units achieved via RPL applies the student will receive an updated invoice with the adjusted fees detailed.

Deposits and Payment Plans

Deposits

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

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This fee must be paid by the end of Term 4 (mid-December) to secure a place in the following year. The tuition fees will be charged upon course commencement and due by the end of Term 1 (late March early April).

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:

- must be requested and commenced prior to the due date
- must be documented;
- clearly identify payment amounts and due dates;
- be agreed to prior to commencement; and
- ensure tuition fees are paid progressively over the duration of training.

Late or Non-Payments

Students who are having trouble making payments on time are asked to call NCAT and speak to an 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.

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Refunds

All requests for refunds must be made in writing using the Refund Form and sent to ncat@education.vic.gov.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

All refund requests must be submitted in writing using the NCAT Refund Application Form and emailed to: ncat@education.vic.gov.au

Refund requests should be lodged within 30 days of withdrawal wherever possible.

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** • $100 administration fee	30 days of receipt of application
Student initiated withdrawal	After course commencement date	Refund of all fees paid; **minus** • 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** • Pro rata tuition fee for training services delivered* • $100 administration fee	30 days of receipt of application

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NCAT initiated course cancellation or provider default	Prior to course commencement where NCAT cancel a course or is postponed for more than 4 weeks	Refund of all fees paid OR transfer to equivalent course.	30 days of receipt of application
NCAT initiated course cancellation or provider default	After course commencement	Refund of all fees paid for services not yet delivered OR transfer to equivalent course.	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

Students who are dissatisfied with a refund determination may appeal under the NCAT Complaints and Appeals Procedure.

Prepaid Fee Protection

NCAT seeks to minimise financial risk to students. Where prepaid fees exceed the prescribed $1,500 in tuition fees threshold, NCAT will maintain appropriate fee protection arrangements in accordance with applicable legislation and regulatory requirements.

Related Documents

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

References

Regulations and Contracts

- Standards for NVR Registered Training Organisations 2025
- 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
- Australian Consumer Law

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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.

FEES PAYMENT SCHEDULE

FEE	DUE DATE
Amenities and Materials Charge – Invoice provided upon confirmation of enrolment.	December prior to course commencement to confirm enrolment
Tuition Fees – Invoice provided upon confirmation of enrolment	End of Term 1 OR Tuition Fees on agreed payment plan are scheduled to be paid in full by the end of Term 2
Additional Fees – If applicable	As per agreement with student

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