

Smart and Skilled Fee and Refund Policy

National College of Vocational Education is aware of its contractual responsibilities under the Smart and Skilled program with regards to the need to inform students of the fee and refund administration requirements prior to enrolment in the training program.

This policy is informed by the Smart and Skilled Operating Guidelines 2017 and the Smart and Skilled Fee Administration Policy 2017 and NVR Standards for RTO's 2015

Procedure

- Fees to be paid by student will be confirmed on completion of the Notification of Enrolment Process and will be as calculated using the Provider Calculator. Prior to this the Student can access the [Smart and Skilled website](#) to check their eligibility and estimate their Student Fee.
- The relevant student fee as set by the NSW Government will be charged.
- Students will be informed regarding conditions for refunds prior to enrolment as part of the Smart and Skilled Student Information on our website.
- Students will be notified of any schedule of payments on completion of the Notification of Enrolment Process
- Any fee schedule will ensure that all fees are paid in full prior to completion of training and assessment.
- Student fees will differ depending on if the applicant has completed other qualifications since leaving school. Those who have will pay a higher student fee.
- National College of Vocational Education retains all fees collected.
- Where applicable (i.e. under certain Awards) the employer will pay the fee for certain Apprenticeships and Traineeships
- Where applicable the students Jobactive Provider may pay the fee where this is agreed between the student and their Jobactive Provider.
- No extra fees will be charged to students under a sub-contracting arrangement.
- Fees will be adjusted to reflect any RPL or CT and, if completed after enrolment, any refunds or adjustments to outstanding fees will be made.
- Concession fees will be as set on enrolment and cannot be adjusted or claimed after a Commitment ID has been received
- Students who commenced training in 2016 and paid the full fee upfront will not be charged fees in 2017.
- Information regarding any costs for expenses additional to the Smart and Skilled mandated Student Fee will be made available to students prior to enrolment by publishing on our website and in in course information. This includes:
 - Essential equipment for work placement – uniform purchased to complete training and retained by the student on completion

- For students who meet the disability requirements and who are continuing training in 2017, the concession fee they were charged in 2016 will still apply.
- Students will be notified as soon as practical after any change occurs that may affect the course services being provided. This includes changes of significant impact including:
 - Any change to or new third party arrangements put in place
 - A change in ownership of the RTO entity.
- In all cases where a third party arrangement is in place, the third party will not collect any student fees or make any additional charges.

Fee Protection

National College of Vocational Education is aware of its obligation as Registered Training Organisation to protect student fees paid in advance. To this effect, we ***do not collect fees in advance of more than \$1500.***

Recovery of Fees

If fees are not paid in full by the end of course delivery as per the payment schedule supplied at enrolment no Certificate will be issued.

Record Keeping

All records of enrolments and all related financial transactions including Funding Claims are kept maintained.

Refund Information

REFUNDS	
Circumstance	Refund Policy
Withdrawing from a training program	You will be entitled to a full refund of fees paid if you withdraw more than 7 days before the scheduled start of the training program
	If you withdraw more than 3 days before the scheduled start of the training program you will be entitled to 50% of fees paid.
	After 3 days before the scheduled start of the training program no refund will be made.
If a training program is cancelled before commencement	You will be entitled to a full refund of fees paid
Provider Fee Refund Guarantee	
IF for any reason, we cannot complete the training	You will be entitled to a refund of fees proportional to the amount of training not delivered.
If you withdraw from training but have completed an embedded qualification (i.e. complete all the units for a lower level qualification)	No refund will be made.

Evidence

The following will be retained as evidence of compliance:

- Brochures /Student Information
- Copies of all marketing material
- Financial records including receipts of fees received
- Requests for deferral, transfer or withdrawals'

Related Policies

- Notification of Enrolment Policy
- Consumer Protection Policy
- Complaints and Appeals Policy

References

- [Smart and Skilled Operating Guideline's 2017/Section 4](#)
- [Smart and Skilled Contract Terms and Conditions/ Section 17](#)
- [Smart and Skilled Fee Administration Policy](#)
- [NVR Standards for RTOs 2015](#)