

Fees, Deposits and Refunds Policy

1. Purpose:

The Australian Skills Quality Authority (ASQA) standards for Registered Training Organisations (SRTOs 2015) require that students are fully informed of fee and refund administrative requirements prior to enrolment.

This policy outlines how NDA receives deposits and the balance of fees and how they administer refunds. It also demonstrates the way in which students are informed of fee structures prior to or at the time of enrolment.

2. Scope:

This policy applies to all fees collected from all clients for all training delivered through NDA. It applies to all nationally recognised training on our Scope of Registration and to non-accredited training.

3. Policy Principles:

NDA is entitled to charge fees for services provided to students undertaking training and assessment. These charges are generally for items such as course materials, textbooks, student services, administration and training and assessment services. The fees schedule will be approved by the Managing Director.

Prospective students are advised of the fees associated with a course on the relevant **Qualification Guide** and **Schedule of Fees** which shows the standard fees payable for each enrolment in a course. The schedule of fees is provided for both user-choice funded learners and fee for service learners.

Fees and Deposits

NDA requires a non-refundable enrolment fee of \$500 for all its qualifications. This is payable upon enrolment. Invoices are payable within 7 days unless otherwise negotiated. All fees must be paid before issuance of Qualification or Statement of Attainment.

The fee schedule will include:

- the total amount of all fees including course fees, administration fees, material fees and any other charges for enrolling in a training program.
- payment terms, including the timing and amount of fees to be paid and any non-refundable deposit/administration fee.
- the nature of the guarantee given by NDA to honour its commitment to deliver services and complete the training and/or assessment once the student has commenced study.
- any fees and charges for additional services, including such items as issuance of a replacement qualification certification or statement of results and the options available to students who are deemed not yet competent on completion of training and assessment.



NDA clients who are enrolled in a qualification can attend NDA face to face training courses as part of their qualification cost, with no extra charge. Clients enrolled in a qualification with NDA may email the Client Services Officer at any time to book onto any NDA course not aligned to a unit on their training plan at a 20% discount. Any learner wishing to seek enrolment into these courses without enrolling in a qualification should contact NDA for a schedule of fees.

If the course is to be cancelled, learners will be notified a week prior to the course.

Any cancellations or transfers by the learner 5 or less working days prior to the course will incur a \$50 cancellation fee. The cancellation fee may be waived upon presentation of a valid medical certificate.

Refunds

NDA is committed to ethical financial management systems and practices, and these include a fair and reasonable approach to the refund of fees to learners enrolled in nationally recognised training courses.

Any learner wishing to cancel their enrolment, should inform NDA in writing. The balance of the fees is then calculated on a pro-rata basis and the remainder invoiced or the balance refunded at the discretion of management. Enrolment fee is non-refundable. If a learner cancels prior to induction the only applicable fee is the enrolment fee.

If NDA is not able to provide the agreed services or NDA terminates the agreement early, NDA will refund fees based on the proportion of training and assessment provided. This agreement is negotiated between the learner and NDA Director.

For funded enrolments, such as skills fund and other programs, employer contributions are non-refundable. NDA reserves the right to invoice the employer for the unfunded balance of total costs should an enrolled employee attend training but fail to provide assessment materials.

4. Relevant Standards:

NDA has regulatory obligations that are recognised in this policy. This policy and the resulting practices recognise the Standards for Registered Training Organisations (SRTOs) 2015, specifically clauses 3.3, 5.3 and 7.3.

5. Forms and Relevant Documents:

Qualification Guides

Enrolment Forms

Schedule of Fees

