



RTO fees, deposits and refund policy

Qualification fees:

The cost of each qualification may be found on the relevant NDA Training and Assessment Strategy under the Course Fee heading.

Timing of qualification fee payments:

Payments of qualification fees are made at the following stages:

- A \$600 enrolment fee is payable on registration.
- 50% of the total qualification cost (less the \$600 enrolment fee) is payable on commencement.
- 25% of the total qualification cost is payable at the halfway mark of the qualification (either in time or through completion of half the units).
- The remaining 25% of the cost is payable on completion of the qualification.
- All invoices are payable within 7 days unless otherwise negotiated.
- All invoices must be paid before the certificate or statement of attainment is issued.
- Should a learner cancel prior to completion, NDA will invoice a proportion of the completion payment on a pro rata basis for the units completed.

Skill set fees:

The fee for optional assessment for a skill set based on an NDA course is \$110. This will be invoiced after attendance at the NDA training course.

Refunds:

- Enrolment fees are non-refundable.
- If a learner cancels prior to the induction visit from NDA, no other fees are applicable other than the enrolment fee.
- In the event that 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.
- Skills Fund refunds:
- Employer contributions for programs such as the Skills Fund 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 material.

RTO clients attending NDA training courses:

- Any learner undertaking a traineeship or qualification with NDA is entitled to attend any relevant NDA training course that aligns to units on their training plan free of charge.
- Learners will be notified a week prior to the course should the course be cancelled.
- 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.

- Learners 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.

Should any learner or their employer have any questions they should contact NDA's RTO Manager.