

Fee Policy

Purpose & Legislative Background

National Property College is entitled to charge fees for services provided to students undertaking training and assessment that leads to a nationally recognised outcome. These charges are generally for items such as tuition fees, course materials, textbooks, student services, and training and assessment services, bank charges if any. This Policy outlines the details regarding the above.

As per schedule 6, Clause 7.3 of Standard 7 of Standards for Registered Training Organisations (RTOs) 2015 National Property College will be responsible for protecting the fees prepaid by individual learners, or prospective learners.

Scope

This policy applies to all current & prospective students of National Property College.

Policy

Information about fees

- 1) The Tuition fee is preferred to be collected according to an agreed payment schedule.
- 2) National Property College will not demand or accept more than \$1500 from any local students in advance.

Fee information relevant to a course is outlined in detail in the Student Agreement and summarised on the Course Outline as well as the RTO's website. In compliance with Clause 5.3 of the Standards, detailed fee information is provided before enrolment or commencement of training, whichever is first.

Fee information includes:

- All costs for the course including any materials fee, enrolment fee etc.
- Any other costs payable to the RTO including costs for recognition of prior learning if applicable
- Payment terms and conditions including deposits, refunds, and payment plans if applicable

The Student Agreement and the Student Handbook which are provided before enrolment includes this Fees and Refunds Policy and informs the student of their consumer rights. Students are asked to sign the Student Agreement in acknowledgment of the terms and conditions of the enrolment and this policy.

Where an employer is paying for a student's course, an Employer Agreement will be provided at the time of enrolment outlining the total fees, payment terms, and schedule of payments applicable.

No cooling-off period applies as National Property College does not use unsolicited consumer agreements (such as telemarketing, door-to-door selling, or direct approach marketing in public places).

Course fee inclusions

Course fees as applicable to each course are detailed on the Student Agreement and include:

- All of the training and assessment as well as educational support services are required for students to achieve the qualification or course in which they are enrolling within the attempts allowed.
- Where a student fails to achieve a satisfactory outcome after three attempts at an assessment task, the student will need to re-enrol into the unit or units in question and will be charged a pro-rata course fee based on the number of units required to be undertaken (noting that the third attempt is chargeable as per the fees and refunds policy).
- Learning materials for each student unless otherwise stated on the Course Outline.
- Issuance of one set of certification documents including the testamur (certificate) and record of results and/or a Statement of Attainment (in the case of withdrawal or partial completion).
- Course fees do not include:
- Any optional textbooks and materials that may be recommended but not required to complete a course.
- Replacement textbooks if original copies are lost or misplaced. Costs for replacement textbooks are outlined in the Student Agreement.
- Stationery such as paper and pens or other personal use items such as computers or internet access that may be required to complete homework tasks.
- Printing costs (if required).
- Re-issuance of AQF certification documents. Re-issuance or additional copies of these documents will attract a fee of \$50 per document plus the cost of postage if required.

National Property College cannot guarantee that students will complete the course in which they enrol regardless of whether all fees due have been paid.

Please refer to fee schedule for detailed schedule of fee.

Payments

Payments can be accepted by electronic transfer, cheque, money order, or in person at our head office.

Students who are experiencing difficulty in paying their fees are invited to call our office to make alternative arrangements for payment during their period of difficulty.

Debts may be referred to a debt collection agency where fees are more than 40 days past due.

National Property College reserves the right to suspend the provision of training and/or other services until fees are brought up to date. Students with long term outstanding accounts may be withdrawn from their course if payments have not been received and no alternative arrangements for payment have been made.

Refunds for fee-for-service students

All course fees for fee-for-service students include an Enrolment Fee (or non-refundable deposit) which will only be refunded where National Property College is required to cancel a course before it commences due to insufficient numbers or for other unforeseen circumstances.

A student not achieving the qualification or unit/s in which they enrolled due to exhausting their attempts at assessment, does not entitle the student to a refund.

RPL application fees are non-refundable.

Students who withdraw from a course may seek a refund or a reduction in fees owing by making an application for a refund in writing using the Refund Application Form. The application must include the details and reason for the request. Students who have not completed a Withdrawal Form are not eligible for consideration of a refund or reduction in fees.

In the unlikely event that National Property College or any third parties responsible for delivering training and assessment on its behalf, are unable to deliver the course or any portion of the course as promised, the student will be issued with a refund for the course or portion, of the course, that was not provided.

This includes the following situations:

- i. Where National Property College or any third parties delivering training and assessment on its behalf ceases to operate.
- ii. Where National Property College ceases to deliver the course in which a student is enrolled and the agreement is terminated.
- iii. Where National Property College needs to make a change to the terms of the student agreement (such as the way the course is delivered or conditions of enrolment) and a new agreement cannot be reached with the student to account for changes.

In any of the above situations, National Property College will automatically conduct a refund assessment of all affected students and issue the refunds due to the Fee Payer accordingly. In these

cases, there is no need for a student to make an individual application for a refund. Refunds will be issued within 28 business days.

The refund assessment will be based on reviewing the services and/or materials provided to the student and the costs incurred by National Property College in the provision such as:

- a) Textbooks or other materials provided
- b) Training provided (e.g. number of meetings/classes/visits etc.)
- c) Individual support provided by the trainer/assessor
- d) Assessments marked or feedback provided (including RPL)

The outcome of the refund assessment will be provided in writing to the student's registered address within 28 business days, outlining the decision and reasons for the decision along with any applicable refund or adjustment note. Refund decisions can be appealed following our Complaints and Appeals Policy & Procedure.

Recording and payment of refunds

- Refunds will be paid to the person or organisation that made the original payment.
- Refund assessments can be appealed following our Complaints and Appeals Policy & Procedure.
- Records of refund assessments and issuance of refunds will be stored securely on the student's file and in our accounts keeping system.

Publication

National Property College will publish in a prominent place on its website the following:

- Costs for the fee for service programs.
- This Fee and Refund Policy.

Additional fees

National Property College has the following additional charges which may apply in some circumstances.

Non- Tuition Fee	
Non Tuition Fees – all students	Charge
Re-issuing of testamur and statements of results All course fees include the cost for issuing one copy of the AQF testamur and Record of Results and/or a Statement of Attainment. This fee applies to each additional copy of a certification document if required.	\$50 per document plus the cost of postage if required.

Additional copies of textbooks or any other learning and assessment resources where the original provided is lost or misplaced. 1 copy of each required resource is included in course fees.	A fee of \$100 per textbook or \$20 per printed document applies if required.
Printing and photocopying Printing costs as may be required to complete assessments, or homework activities, or if students require a copy of any records that National Property College holds about them.	National Property College provides printing or copying for a cost of 20c per page, however, students may use their own or other printing facilities.
Re-enrolment fee	\$500 Per unit
Reassessment fee (per unit) after two failed attempts Where a student fails to achieve a satisfactory outcome after two attempts at an assessment task, the student will need to re-enrol into the unit or units in question. (noting that the third attempt is chargeable as per the fees and refunds policy)	\$500 Per unit
Late Submission fee	\$100 per unit
Recognition of Prior Learning (RPL) Application Fee	\$500.00
Total course fees may be reduced to account for the number of units undertaken via RPL or where Course Credit has been granted.	
RPL Fee per unit	\$500 Per unit

Management Action and Responsibility

To ensure that National Property College's financial management policies are implemented and that National Property College complies with these policies, National Property College shall monitor and report on compliance with its financial management policies and procedures, for review and as a basis for improvement.

The Accounts Officer is responsible to process the fees following the procedure and standards.

The CEO/PEO will provide the state or territory registering body that has registered it with a formal assurance that National Property College has sound financial management standards for matters related to its scope of registration and scale of operations.

National Property College will ensure that its accounts will be certified, at least annually, by a qualified accountant who is a member of Certified Practising Accountants (CPA) Australia /Chartered Accountants Australia and New Zealand (CA)/Institute of Public Accountants (IPA, or otherwise registered as an auditor of the Australian Securities and Investment Commission (ASIC), and on

request, the report must be made available to the state or territory registering body that has registered the organisation.

Below is the Schedule 1 of the Email/ Notice issued to students towards fee payment during their enrolment at National Property College.

- a) **Email 1:** Send the invoice four (4) weeks before the term start date.
- b) **Email 2:** One (1) day after the commencement of Term, if payment still not received.
- c) **Email 3:** Two (2) weeks after the commencement of Term, if payment still not received.
- d) **Email 4:** Three (3) weeks after the commencement of Term, if payment still outstanding.
- e) **Email 5:** Notice of Intention to Cancel on Non-Payment of tuition fees; four (4) weeks after the commencement of the term, if payment still outstanding.

Definitions

Application Fee: Covers the administrative costs of enrolment

Course: A program of study leading to a qualification or an award. A course may comprise of units or modules.

Study Period: A discrete period of study up to a maximum of 24 weeks within a course, namely term, semester, trimester, a short course of similar or lesser duration, excluding holidays and term/semester breaks.

Fees: Includes all fees, fines, and charges payable as specified in the Schedule of Fees.

Materials Fee: Covers the cost of learning materials and resources provided by National Property College.

Pre-paid Tuition Fees: Tuition fees paid in advance before commencement of the course or a study period.

Term Start Date: Date on which an academic term commences as per National Property College yearly academic program calendar. The academic program calendar is published on the college's website and also available from National Property College reception.

Tuition Fee: Covers the cost of providing the course of study and use of resources at National Property College. Tuition Fee does not include, administration costs including enrolment / application fee, homestay booking fee, and costs related to equipment or training material purchases.

Legislative Context

The legislative base for this policy is as follows:

- a) National Vocational Education and Training Regulator Act 2011
- b) Standards for Registered Training Organisations 2015
- c) The Australian Consumer Law 2011

NPC