



Smart and Skilled: Fee and Refund Policy

Australian Skills Academy is aware of its contractual responsibilities under Smart and Skilled with regard to the Fee and Refund administration requirements. To ensure compliance with the requirements we have put the following procedures in place:

- All information regarding fees to be paid by student will be supplied individually on enrolment on completion of the Notification of Enrolment Process. These will be as calculated using the Provider Calculator. A student can access the Smart & Skilled website to check their eligibility and estimate their Student Fee.
- Students will be notified of any schedule of payments on enrolment and payment options.
- Students will be notified of any additional equipment costs prior to enrolment as part of the student information on our website.
- Any fee schedule will ensure that all fees are paid in full prior to completion of training and assessment - if all fees have not been paid you will not be issued with a Certificate.
- 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.
- For qualifications up to and including Certificate IV, you are entitled to a concession if you are in receipt of a Commonwealth Benefit or are the dependent of someone on such a benefit.
- You may be entitled to an exemption of fees if you are:
 - Aboriginal
 - Disabled
 - Refugee or asylum seeker
 - 15-30 years and live in Social Housing or are in receipt of Commonwealth benefits or allowances or meet the "Out of Home Care" criteria.
 - Can provide a letter of recommendation from a domestic and family violence service, refuge or other support agency.
- All fees collected will be retained by Australian Skills Academy
- Where applicable (i.e. under certain Awards) the employer will pay the fee for certain Apprenticeships and Traineeships
- No extra fees will be charged to students under a sub-contracting arrangement.
- Students will be entitled to two attempts to complete a unit of competency without additional cost. Any further attempts will incur a charge of \$75 per additional attempt to be paid by the student.
- Fees will be adjusted to reflect any RPL or Credit Transfer and, if completed after enrolment, any refunds or adjustments to outstanding fees will be made.

- Concession fees will be set on enrolment and cannot be adjusted or claimed after a Commitment ID has been received.
- If a student does not complete a qualification at a certain level but has completed all the requirements of a qualification at a lower level (that is currently on NBMC's scope of registration with ASQA) the lower level qualification will be issued but no refund will be made or the difference in the student fee refunded.

Fee Protection

Australian Skills Academy is aware of its obligation as Registered Training Organisation to protect any fees students pay in advance. To this effect NBMC does not collect fees in advance of more than \$1500. A payment plan or instalment option is available to students enrolling in full qualification courses.

Withdrawal of students

- **Withdrawal without Penalty:** Students will be notified prior to enrolment that they can withdraw from the course a minimum of 7 working days prior to the course commencement date and receive a full refund of fees paid.

Withdrawal after the Cut-Off Date with Penalty

- Students who withdraw from a course within 21 days of course commencement will incur an administrative fee of 15% of the total fee payable with a refund payable of any actual payment in excess.
- Students who withdraw from a course more than 21 days after enrolment will not be entitled to any refund.

Extenuating Circumstances

- If for any reason Australian Skills Academy is unable to commence the training, students enrolled at the time of cancellation will be entitled to a full refund of fees paid and will incur no administrative charges or penalties.
- If for any reason Australian Skills Academy is unable to complete the training, fees paid on remaining units will be refunded and a Statement of Attainment will be issued for units achieved.
- If a student withdraws more than 21 days after enrolment Australian Skills Academy College will consider in exceptional circumstances requests for partial refunds on individual application but no guarantee of a refund is provided.

Recovery of Fees:

If fees are not paid by the end of course delivery no Certificate or Statement of Attainment will be issued until all fees are paid in full.

Record Keeping

All records of enrolments and all related financial transactions including Funding Claims are maintained in the Accounting Software and Student Management System.