



Fees & Charges

POLICY AREA: Administration,

SYSTEM: Students Services ; Accounts

Modification History

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Scope

All fees and charges applied and charges under Skills First must be in line with:

- This policy
- 2018-19 Standard VET Funding Contract (Skills First)
- 2018 Guidelines About Fees
- Any subsequent CN's or Memos published by the department from time to time
- For avoidance of doubt, the latest CN's and/or memos will overrule the previously published directives about the fees and hence must only be considered

Purpose

This policy outlines the various fees and charges that NAHB will charge the students during their length of enrolment with the Academy. The CEO is responsible for implementation of the policy.

Policy

1. Students will be issued an invoice for the total fees that they are required to pay prior to commencement of course. Total fees = Tuition fee + Materials Fee + Book Levy.
2. A deposit payment is required for each course as per statement of fees below. This amount must be paid prior to course commencement.
3. Deposit payment s are non-refundable unless the provider cancels and re-schedules the course.
4. Credit card payments may incur a surcharge from the student's Bank.
5. Payments for all fees must be in Australian Dollars by cash, bank cheque, credit card or debit card made payable to the Academy (please note that bank cheques take up to 5 working days to clear into account).
6. Course fees must be paid in full within the first week after commencement of course or in accordance with the payment plan.
7. Payment plans are available to all students and individual circumstances will be taken into consideration during the enrolment process.
8. Students who opt for a payment plan are required to have a signed Payment Agreement in place prior to commencing classes.
9. Recognition of Prior Learning (RPL) fee is charged as per the comprehensive pricing published on the NAHB website.
10. NAHB will not issue any qualification until all fees are paid in full.
11. Also refer to Hardship policy.

Fees and Charges

NAHB will charge the following range of fees for its programs and courses;

1. Students will be charged the tuition fee as per the statement of fees.
2. Prospective students will be provided with information relating to fees, charges and refunds prior to commencement of their program, providing the prospect the opportunity to make an informed decision. This will be in the form of 'statement of fees' and will be available on the NAHB website. In addition, an estimation of fee and charges will be presented to the prospective student during Pre-Training Review.
3. Students wishing to purchase the kit for their course will be charged as per the statement of fees. It is not compulsory to purchase the material from NAHB, however, the materials that you buy elsewhere must be of the same quality or brand as used at the Academy in order not to disturb training and assessment and all materials must be approved by the Trainer.
4. Students will be charged for resource books as per the statement of fees.
5. RPL fees are calculated per units undertaken at \$200.00. \$500.00 must be payable at enrolment.
6. Units that have been credit transferred are not charged.
7. Gap training will be charged per nominal hour. The price is calculated by determining the price per nominal hour (tuition fee/nominal hours) multiply by the nominal hours of the units requiring gap training.
8. Additional fees may apply resulting from any variation to the original training program: e.g. unit substitution, Ministerial Directives (for VTG funded students) Replacement of Certificate or Statement of Attainment.
9. Other fees applicable include the following;

• Replacement of Certificate or Statement of Attainment	\$50.00
• Additional uniform T- shirt	\$20.00
• Printing (per page)	B&W \$0.10/ Colour \$0.20
• Re-assessment (per unit)	\$ 100.00

Skills First Concession Fees

1. **The Enrolment officer must apply concessions on standard fees in accordance with this policy and the policies recall above to eligible individual.**
2. The concession fee is be 20 per cent of the NAHB'S's published tuition fee, being the fee that the RTO would have charged a non-concession government subsidized student in the same course at that time.

3. If an individual who was previously eligible for a concession becomes ineligible for the concession before the completion of the hours for which they have paid tuition fees, this does not affect the tuition fees payable for the enrolment.
4. **During pre-training review procedure, the Enrolment officer must sight and retain copies of all documentation demonstrating an individual's eligibility for the fee concession granted by the RTO for audit or review purposes and to meet the record keeping requirements.**

General Concessions (Tuition fee)

5. For enrolments in courses at the Certificate IV level and below, the RTO must charge the concession fee to an individual who, prior to the commencement of training, holds a current and valid:
 - (a) Health Care Card issued by the Commonwealth;
 - (b) Pensioner Concession Card; or
 - (c) Veteran's Gold Card; or
 - (d) an alternative card or concession eligibility criterion approved by the Minister for the purposes of these Guidelines
6. The enrolment officer must apply concession fee for a deep Indigenous Completions Initiative.
7. **The Enrolment officer must retain a copy of the relevant concession card**

Indigenous completion initiative

8. Under the Indigenous Completions Initiative, for enrolments in a course at any level the RTO must charge the concession fee to individuals who self-identify as being of Aboriginal or Torres Strait Islander descent (and are reported as such through the "Indigenous Student Identifier" field of the Student Statistical Report).
9. **The RTO must retain a copy of the enrolment form on which the individual self-identified as indigenous.**

Protecting Fees paid in advance

NAHB acknowledges that it has a responsibility to protect the fees paid by students in advance of their training and assessment services being delivered. NAHB will accept payment of no more than \$1,000 from each individual student prior to the commencement of the course. Once the course commences, NAHB will require payment of additional fees in scheduled payments in advance from the student but only such that, at any given time, the total amount required to be paid does not exceed \$1,000.

Payment Plan (fee by instalments):

1. All students enrolled at NAHB can apply to pay for all costs associated with their course in instalments over the duration of their course.
2. Students who opt for the payment plan must enter into a direct debit agreement.
3. The Payment plan will show the schedule of payments, account balance and the amount to be debited from their account weekly, fortnightly or monthly.
4. The amount of instalment is calculated on the basis of the course duration. (i.e. course cost/ instalments number) so that the tuition fees are always paid in arrears.
5. Instalment are always allocated to materials, books and other costs before tuition fees.
6. Students are advised to read and understand the terms of the direct debit agreement before signing the contract.
7. Fees are charged for the service:
 - Administration set-up fee up to \$5.50 (once only)
 - Bank account transaction fee: \$.0.88 charged in case of failure of payment.
 - Credit card transaction fee: AMEX/ Diners: 4.40% +\$0.88, Visa/ Master card: 2.00% + \$0.88
 - Dishonour fee: \$11.90

Financial Charges

Please note that all fees are payable by the client (student). Bank fees are subject to change at any time without notice depending on the bank service.

Students must be aware that in case of non- payment of fees on agreed payment date, charges will apply as per direct debit agreement and further charges may be incurred by the client's bank.

Debt Collection

The debt for fees payable become immediately due when:

- (a) The student fails to honor two consecutive instalment payments; and
- (b) the amount owing is not disputed by the student in accordance with any agreement entered into by the student with the Academy; or
- (c) the student cancels the direct debit without notice; or
- (d) student fails to withdraw from a course.

Reasonable attempt to contact students

NAHB will make all reasonable efforts to contact the students via mail, email or SMS. Failure to return contact will result in referring the matter to a lawyer or debt collector.

Referring the issue to a debt collector or legal representative

In case the issue is referred to a debt collector or solicitor the student will be liable for all charges including financial charges. Unless the student is in a condition of proven and documented

hardship, the impossibility to recover fee will result in the cancellation of the enrolment. The student will be issued with a statement of attainment in the units of competency completed. The student will be re-admitted to the course only if tuition fees are paid up to date.

Statement of Fee

Statement of fees to be completed on pre training review form

1. The Enrolment office must fill out the statement of fee in the pre-training review form.
2. The statement of fee must indicate clearly all the fees, in an itemized manner, to be paid by the student and government subsidy under Skills First program as applicable
3. The said subsidy is a simple multiplication of the scheduled hours by the price paid by the Department and contained in the statement of fee for students published on the website.
4. The statement of fee must correspond with the invoice imputed in Xero.
5. The statement of fee is the proof of the conversation about fee with the student.
6. The student must be provided with the copy of the statement of fee and an invoice from Xero must be emailed to the student
7. The student must acknowledge and sign the Statement of Fee including the refund policy

Tuition fee waivers/exemptions

1. The fee waiver applies to referred and in the following condition:
2. Judy Lazarus Transition Centre students
3. Young people on community based orders
4. The Enrolment office must allow tuition fee waivers/exemptions in accordance with the Guidelines.
5. Prior to the commencement of training, the RTO must sight and retain copies of all documentation demonstrating an individual's eligibility for the tuition fee waiver/exemption granted by the RTO for audit or review purposes and to meet the record keeping requirements.
6. The RTO must report to the Department all tuition fee waivers/exemptions granted by the RTO in accordance with the Victorian VET Student Statistical Collection Guidelines as issued by the Department from time to time.

Administrative procedure

1. Once the Enrolment officer has finished with the student, must endorse the file to the administration officer for the necessary imputing in to the systems.
2. The administration officer must check the file and complete the check list attached to it before proceeding to any imputing

Xero

1. The administration officer prepare the invoice in Xero checking the statement of fee in the pre training review is correct.
2. An itemized invoice must be generated in the accounting system. In order to do so the enrolling staff member must
 - (a) Input the student's details in the accounting system.
 - (b) The invoice must indicate all the expenditure incurred by the applicant in an unequivocal way.
 - (c) Where GST is applied, the invoice must indicate the gross price and the apportionment of GST.
3. Once done provide to e-mail the student with the invoice from the system.

Student Management System

1. Special rules applies when the student whose fee have been viewed is imputed in the student management system. Please consult VET Student Statistical Collection Guidelines as issued by the Department from time to time, before proceeding.
2. Also help on line is provided for the student management system.
3. The administration officer must report to the Department all fee concessions granted by the RTO in accordance with the Victorian VET Student Statistical Collection Guidelines as issued by the Department from time to time.

Documents

- Pre Training review form
- Statement of Fees
- Enrolment Application
- Statement of Fees for students
- Refunds Policy
- Payment Plan Form

Statement of Fee 2018

Course Fees 2018 - Domestic

Course ID	Course Name	Course Duration (Wks)	Tuition Fee	Government Subsidised (Non-Concession)	Government Subsidised (Concession)	Learning Resources, Material & Kits	Deposit Required	Total Course Fee
SHB20116	Certificate II in Retail Cosmetics	30	\$3,910.40	\$1,414.40	\$282.88	\$450.00	\$350.00	\$4,360.40
SHB20216	Certificate II in Salon Assistant	28	\$3,412.50	\$162.50	\$32.50	\$420.00	\$350.00	\$3,832.50
SHB30115	Certificate III in Beauty Services	52	\$4,756.40	\$1,720.40	\$344.08	\$920.00	\$450.00	\$5,676.40
SHB30215	Certificate III in Make-Up	54	\$6,110.00	\$2,210.00	\$442.00	\$930.00	\$450.00	\$7,040.00
SHB30315	Certificate III in Nail Technology	52	\$5,170.00	\$1,870.00	\$374.00	\$635.00	\$450.00	\$5,805.00
SHB40115	Certificate IV in Beauty Therapy	78	\$9,409.40	\$3,403.40	\$680.68	\$1,100.00	\$450.00	\$10,509.40
SHB50115	Diploma of Beauty Therapy	104	\$14,667.50	\$5,407.50	N/A	\$1,300.00	\$450.00	\$15,977.50
SHB30416	Certificate III in Hairdressing	60	\$11,235.00	\$2,140.00	\$428.00	\$950.00	\$450.00	\$12,185.00
SHB30516	Certificate III in Barbering	52	\$8,350.00	\$1,252.50	\$250.50	\$950.00	\$450.00	\$9,300.00
SHB40216	Certificate IV in Hairdressing	40	\$4,841.00	\$1,236.00	\$247.20	\$850.00	\$450.00	\$5,691.00
SHB50216	Diploma of Salon Management	52	\$5,050.00	\$2,020.00	N/A	\$100.00	\$450.00	\$5,150.00

Legislation

- 2018 Guidelines about Fees (Version 2.0)
- 2018 Guidelines about Determining Student Eligibility and Supporting Evidence (Version 4.1)
- 2018-19 Standard VET Funding Contract (Skills First Program)
- Skills First Quality Charter
- AQTF Essential Conditions and Standards for Continuing Registration and/or the Standards for NVR Registered Training Organizations

POLICY REVIEW DATE

Annually