Purpose
This procedure is to ensure that the principles governing the collection of student course fees and charges for the Skills for All program funded by the Government of South Australia, are implemented and adhered to in accordance with the Skills for All Contract. The procedure also covers the guiding principles governing the collection of fees and charges for non-government funded (Fee for Service) and short course programs.

Statement
NorthEd International College guarantees to provide training and assessment services that students have paid for (refer to refunds policy below and student handbook). Students will be provided the details of all fees including course fees, administration fees, materials fees and any other charges; payment terms, including the timing and amount of fees to be paid and any non-refundable deposit/administration fee;
All fees paid in advance by students or third parties (where applicable) will be separately identified and accounted for within NorthEd International College’s accounts. Cash reserves will be maintained to ensure a full refund of fees (where applicable) are available to relevant individuals or third parties who paid for the refundable fees.

Procedure

1) Skills for All Government Funded Training

Eligible Student
Students must be assessed against the student and course eligibility criteria for the Skills for All program prior to enrolment.

They must:
- enter into a Student Agreement (Skills for All Student Number allocation)
- complete in hard copy or electronically, the Skills for All enrolment form
- provide hard copy original or original certified photocopies of the evidence of eligibility

Skills for All Concessions
Priority courses including Certificate I and II courses are fee-free. For courses at Certificate III and above, Student Course Fees may apply.

Students eligible for Skills for All government funded training may also be eligible for a Student Course Fee concession.

Fee concessions are applicable to individuals who hold one of the following concession cards or status:
- Health Care Card
- Pensioner Concession Card
- Veteran Affairs Concession Card
- Prisoner – on the advice of the Department of Correctional Services

To claim a concession students’ must show the relevant concession card, state their Centrelink Customer Reference Number and the expiry date for the concession status. Students will receive a concession only whilst the concession evidence is current. If a current concession card is not available at the time of enrolment a concession can be applied for at a later date, but will only apply to Units of Competency completed within this time period.

Evidence of Concession must be retained by NorthEd by sighting, copying and authorising that we have sighted the original concession card

Note: As 2015 Student Course Fees are currently set at $0.00 for eligible students the fee concession is not applicable.
**Skills for All Exemptions**

Eligible students who have been or are under, the Guardianship of the Minister for Education and Child Development or an interstate equivalent, will be eligible for a full fee waiver of the Student Course Fee.

2) **Fee for Service Training**

Fee for service course fees will be applied when a student is not eligible for government subsidised training. The charges for fee for service courses are determined by NorthEd and may vary depending upon the course to be enrolled. The course fees are calculated using an hourly rate multiplied by the course hours. The fee for service rate is inclusive of all tuition, service and materials fees for the training to be undertaken. There are no eligibility criteria for fee for service training, and concessions do not apply. Exemptions may be granted by the CEO.

Short courses will attract a fixed fee which may vary for different courses.

3) **NorthEd International College – Course Fees and Incidental Charges**

### 2015 Course Fees — *Skills for All* funding

<table>
<thead>
<tr>
<th>Course</th>
<th>Qualification/Course Name</th>
<th>Maximum Nominal Hours</th>
<th>Delivery Method</th>
<th>Student Course Fee</th>
<th>Incidental expenses</th>
</tr>
</thead>
<tbody>
<tr>
<td>AHC30610</td>
<td>Certificate III in Production Horticulture</td>
<td>1,120</td>
<td>Workplace</td>
<td>$0.00</td>
<td>$0.00</td>
</tr>
<tr>
<td>AHC40310</td>
<td>Certificate IV in Production Horticulture</td>
<td>1,190</td>
<td>Workplace</td>
<td>$0.00</td>
<td>$0.00</td>
</tr>
<tr>
<td>AHC50310</td>
<td>Diploma of Production Horticulture</td>
<td>1,380</td>
<td>Workplace</td>
<td>$0.00</td>
<td>$0.00</td>
</tr>
</tbody>
</table>

### 2015 Course Fees — Fee for Service

<table>
<thead>
<tr>
<th>Course</th>
<th>Qualification/Course Name</th>
<th>Maximum Nominal Hours</th>
<th>Delivery Method</th>
<th>Fee for Service rate per nominal hour</th>
</tr>
</thead>
<tbody>
<tr>
<td>AHC30110</td>
<td>Certificate III in Agriculture</td>
<td>1,370</td>
<td>Workplace</td>
<td>$7.00</td>
</tr>
<tr>
<td>AHC30610</td>
<td>Certificate III in Production Horticulture</td>
<td>1,120</td>
<td>Workplace</td>
<td>$7.00</td>
</tr>
<tr>
<td>AHC30710</td>
<td>Certificate III in Horticulture</td>
<td>1,460</td>
<td>Workplace</td>
<td>$7.00</td>
</tr>
<tr>
<td>AHC30910</td>
<td>Certificate III in Landscape Construction</td>
<td>1,090</td>
<td>Workplace</td>
<td>$7.00</td>
</tr>
<tr>
<td>AHC31110</td>
<td>Certificate III in Production Nursery</td>
<td>990</td>
<td>Workplace</td>
<td>$7.00</td>
</tr>
<tr>
<td>AHC32810</td>
<td>Certificate III in Rural Operations</td>
<td>1,070</td>
<td>Workplace</td>
<td>$7.00</td>
</tr>
<tr>
<td>AHC40110</td>
<td>Certificate IV in Agriculture</td>
<td>1,680</td>
<td>Workplace</td>
<td>$7.50</td>
</tr>
<tr>
<td>AHC40310</td>
<td>Certificate IV in Production Horticulture</td>
<td>1,190</td>
<td>Workplace</td>
<td>$7.50</td>
</tr>
</tbody>
</table>

### Incidental charges

<table>
<thead>
<tr>
<th>Incidental charges</th>
<th>Price</th>
</tr>
</thead>
<tbody>
<tr>
<td>Refund Administration fee</td>
<td>$50.00</td>
</tr>
<tr>
<td>Certificate replacement</td>
<td>No cost</td>
</tr>
<tr>
<td>Statement of Attainment replacement</td>
<td>No cost</td>
</tr>
</tbody>
</table>
4) Payment of Fees

Fees are due before the start of the course* and students will be invoiced on enrolment. A purchase order is required where a third party is paying the fees. NorthEd International College will protect any money paid by students in advance of their course.

*If course fees are above $1500, the full fee will not be due before commencement. A payment schedule will be negotiated with individual students.

5) Refunds

**Skills for All government funded training**

Where a written withdrawal notification is received prior to the course commencement a full refund of the student course fee, less a $50.00 administration fee, will be paid.

Withdrawals received after course commencement may be eligible for a 50% refund of the student course fee, less a $50.00 administration fee. Written withdrawal notification setting out the reason for the withdrawal and refund request must be accompanied by supporting documentation where applicable. (eg. Doctors letter)

Applications for special consideration for payment of a full refund may be considered and must be made in writing addressed to the CEO.

**Note:** Completion of SRQF98 Client Withdrawal Form required for withdrawal after commencement. Student signature is not mandatory on this form.

**Note:** When the student course fee is $0.00, the $50.00 administration fee will not be applied

**Fee for Service**

Refunds of 100% will be available to students who withdraw up to 5 days prior to the commencement of a course.

A refund less a $50.00 administration fee will be provided if notification of withdrawal is received within 1 day prior to the commencement of a course.

A full refund will be paid for courses cancelled by NorthEd International College.

**NorthEd International College Default**

NorthEd International College will refund course fees paid by the student in the event that:

- The course does not start on the agreed starting date.
- The course stops being provided after it starts and before it is completed
- The course is not provided fully to the student because the College has a sanction imposed by a government regulator
- If the course defaults, refunds will be granted in accordance with this policy

6) Unpaid Fees

Prior to issuing Qualifications/Statements of Attainment, the Student Records Manager will ensure that all fees and charges have been paid in full. Issuance will be withheld, pending payment of outstanding fees.
Quality Documents

SR QF 123  2015 South Australia Enrolment Form  
SR QF 98  Client Withdrawal Form

Records

Skills for All Student Agreement – Collection and use of personal information  
Enrolment Form  
Client Withdrawal Form

Review

This policy will be reviewed every year (or more frequently as required – from audit, complaints, and non-conformances) or as new or changing processes, technologies, or products or customer requirements are introduced.

Authority

Student Records Manager