

Procedure Number	PR-19
Approval Date	11/6/2020
Implementation Date	11/6/2020
Proposed Review Date	18/1/2021

Purpose

This procedure outlines how fees are calculated according to individual circumstances, collected and how refunds are processed.

Scope

This procedure applies to accredited and pre-accredited courses funded as part of NMLL's Skills First contract and ACFE contract respectively.

Application

This procedure applies to all NMLL course applicants and students enrolled in accredited and pre-accredited courses funded by NMLL's Skills First contract, students enrolled in pre-accredited courses funded by ACFE and fee for service students.

Procedure

1. Enrolment Fee

1. Enrolment Fees are set and administered in accordance with the Skills First Eligibility Guidelines and ACFE Concession Fee advice as advised by contracts and or contractual updates.
2. NMLL's current year enrolment fees are outlined in the Course Enrolment and Materials Fees spreadsheet on the NMLL web site.
3. Applicable enrolment and materials fees, as outlined in the NMLL Course Enrolment and Materials Fees spread sheet, must be paid or invoiced before a student attends class, unless a fee waiver has been approved. Note the following business rules.
 1. Course enrolment fees and the materials fee apply to both ACFE and Skills First funded courses. AMEP eligible students do not pay enrolment or materials fees.
 2. Term by term payment for the concession enrolment fee of ACFE courses is not available.
 3. For the enrolment to be processed one of the following must be completed
 - Enrolment fees plus the material fee must be paid in full
 - **OR** at a minimum one term's enrolment fee plus the materials fee
 - **OR** fee waiver must be approved.
 4. Students cannot attend class until one of the above is complete.
 5. Annual fees for students starting after term 1 commencement are to be calculated in proportion to the nominal hours enrolled. E.g. if a student enrolls in a 60 hour unit but enrolls after the first 10 hours are completed, the enrolment fee is calculated on 50 hours not 60hours.
 6. The initial fee for those starting in term 2 or later must include the materials fee.
 7. AMEP students do not pay enrolment or materials fees.
 8. All students will be given receipts detailing: fees paid the course name and code, date and the student's name. Where the Hardship Fee exemption form is approved no enrolment or material fee is charged for the period specified on the form and an invoice is not issued.

2. Concession Enrolment Fees.

1. Concessional fees are available in accordance with the Skills First Fees Guidelines published on the Skills First web site.
2. ACFE students are eligible for concession fees as per Skills First Fees Guidelines. The maximum annual payment allowed is \$50.00 per annum.
3. Refer to the Fee Schedule on NMLL web site for details

4. Part year enrolments

- 1 Enrolment fees are calculated as a proportion of the actual enrolled hours.

4. Waiver of Fees

Subsequent to the completion of the Enrolment Form and Pre-Training Review (PTR) the student may apply for a fee exemption where the enrolment fee creates hardship.

To apply, the Hardship Fee Exemption Form must be completed and included a reason for the request. The request may have to be substantiated. The Hardship Fee Exemption Form must be approved by the General Manager or delegated staff. Immediate approval may not be possible.

The completed Hardship Form must be scanned and uploaded to student's client profile on WiseNET (SMS). The Form is to be filed to student's master file.

Zero (\$0.00) fees apply to an approved Hardship Fee Exemption. An invoice will not be issued when a Hardship Fee Exemption Form is approved or under consideration.

5. Fee Collection

Applicable enrolment fees, as outlined in the NMLL Course Enrolment and Materials Fees schedule, must be paid or invoiced before a student attends class, unless a fee waiver has been approved.

Fees can be paid in cash, by EFT or by credit card.

Where an invoice has been issued and the fees have not been paid on Time NMLL will seek payment and an explanation. NMLL reserves the right to cancel an enrolment for repeat offenders.

6. Enrolment Fee Refund

The Request for Refund form will be made available by NMLL reception staff

The Enrolment Fee will be refunded on the following conditions:

1. A completed Request for Refund form is provided to NMLL reception staff within 4 weeks of the course's commencement
2. The original receipt or proof of enrolment fee payment is provided.

Note The Materials Fee is not refundable unless NMLL cancels the course.

NMLL reception staff can assist with this process. Generally, the Refund will be processed within a week of application.

Related Procedure/s or other Quality Documents

1. NMLL Fees Schedule
2. Enrolment Procedure
3. NMLL Hardship Fee Exemption Form
4. 2020 Guidelines about Fees - Skills First
5. Request for Refund Form

Relevant Links

[2020 Guidelines about Fees - Skills First](#)

APPROVAL AND REVIEW

Approved By:
Position: G.M.
Effective Date: 11/6/2020
Review Date: D11/6/2020
Policy Owner: C. Rundle
Contact Details: manager@nml.org.au

Amendments

Version	Date	Author	Change Description
V1	Unknown	Unknown	
V5(est)			
V6	15/1/2020	C. Rundle	Updated to align with Skills First Guidelines.

Enrolment Fees: Calculation, Collection, Hardship Exemption/Waiver and Refund Procedure

V7	11/6/2020	C. Rundle	Updates to clarify business rules and align them with procedure
V8	10/6/2020	C. Rundle	Procedure copied onto new template. Refund process simplified
V4	24/6/2020	C. Rundle	Clarification of Scope