



NEC Certificate 3 Guarantee and Higher Level Skills

Fees Refund Policy

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Review Process: This policy shall be reviewed annually in compliance with education industry standards including the Evidence Guide for Pre-Qualified Suppliers 2016-17 and other relevant legislation.

Next Review Due: August 2018

Policy Requirement:

Under the Queensland Department of Education, Training and Employment's Certificate 3 Guarantee and Higher Level Skills programs, students are required to contribute to the cost of training and assessment services.



Policy Statement:

New England College (NEC) is required to charge a co-contribution fee to all students studying certificate III, IV or Diploma level qualifications as well as non-concessional students undertaking certificate I and/or II level qualifications. NEC must outline to all students total co-contribution fees including administration fees, materials fees and any other charges. NEC must also inform all students of payment terms, including the timing and number of fees to be paid and any non-refundable deposit/administration fee. The co-contribution fee may be paid on the student’s behalf by an employer or another third party. This fee is the only cost imposed by NEC and covers enrolment, training, Handouts and workbooks and the award of the certificate.

Any further, third party books will be charged extra (If requested from NEC) and not included in the co-contribution fees.

NEC charges the following student co-contribution fees:

Concession Status	Certificate 3 Guarantee				Higher Level Skills			
	CHC33015 Certificate III in Individual Support				CHC43015 Certificate IV in Ageing Support			
	Metro	Regional	Displaced	Campaign	Metro	Regional	Displaced	Campaign
Concessional students	69	25	Nil	TBA	69	25	Nil	TBA
Non-concessional students	99	50	Nil	TBA	99	50	Nil	TBA
Concession Status	Certificate 3 Guarantee				Higher Level Skills			
	CHC30113 Certificate III in Early Childhood Education and Care				CHC50113 - Diploma of Early Childhood Education and Care			
	Metro	Regional	Displaced	Campaign	Metro	Regional	Displaced	Campaign
Concessional students	69	25	15- Nil	TBA	280	25	15- Nil	TBA
Non-concessional students	99	50	25- Nil	TBA	420	50	25- Nil	TBA
Concession Status	Certificate 3 Guarantee				Higher Level Skills			
	BSB30115 Certificate III Business				BSB42615 - Certificate IV in New Small Business			
	Metro	Regional	Displaced	Campaign	Metro	Regional	Displaced	Campaign
Concessional students	120	NA	Nil	TBA	100	NA	Nil	TBA
Non-concessional students	180	NA	Nil	TBA	150	NA	Nil	TBA
Concession Status	Certificate 3 Guarantee				Higher Level Skills			
	BSB30415 Certificate III in Business Administration				SIT40516 - Certificate IV in Commercial Cookery			
	Metro	Regional	Displaced	Campaign	Metro	Regional	Displaced	Campaign
Concessional students	130	NA	Nil	TBA	29	NA	Nil	TBA
Non-concessional students	195	NA	Nil	TBA	39	NA	Nil	TBA



Concession Status	Certificate 3 Guarantee				Higher Level Skills			
	SIT30616 - Certificate III in Hospitality				SIT50416 - Diploma of Hospitality Management			
	Metro	Regional	Displaced	Campaign	Metro	Regional	Displaced	Campaign
Concessional students	29	NA	Nil	TBA	29	NA	Nil	TBA
Non-concessional students	39	NA	Nil	TBA	39	NA	Nil	TBA
					TLI41810 - Certificate IV in Warehousing Operations			
					Metro	Regional	Displaced	Campaign
Concessional students					200	NA	Nil	TBA
Non-concessional students					300	NA	Nil	TBA

Students paying their co-contribution fee will be invoiced per unit of competency as shown below:

Qualification	Number of Units	Co-contribution fee /unit (concessional student)	Co-contribution fee /unit (Non- concessional student)
CHC30113 Certificate III in Early Childhood Education and Care	18.00	\$ 3.83	\$ 5.50

Students may choose to pay their co-contribution fees in full at or prior to commencement or they may prefer to pay smaller amounts per unit of competency as they are trained. Each unit of competency will be listed separately on a single invoice. NEC will not impose a non-refundable administration fee in cases where a student withdraws from a course of study. NEC charges a fee of \$25.00 for replacement of a certificate or statement of attainment. If a student is deemed not yet competent on completion of training and assessment, he/she may lodge an appeal against the assessment outcome. In cases where a student's body of work is incomplete, he/she may be invited to attend with the next intake to successfully complete the course. If the student can complete self-paced work, this option may be applicable.

REFUND POLICY:

Certificate 3 Guarantee and Higher Level Skills Student Co-contribution refunds must be requested in writing no later than 14 days after discontinuing or withdrawing from the course. The request must be signed by the student and where applicable, the referring 3rd Party (for example, employment services provider). Costs will be refunded on a unit-by-unit basis for all non-commenced units. Refunds will be processed via cash or Electronic Funds Transfer (EFT) within 14 days from NEC's receipt of the request. If an offer of a place is withdrawn or NEC is unable to provide the course, the student is eligible for a full or pro rata refund within 14 days, based on co-contribution fees paid.

Student can apply for the refund on:

<https://www.nec.edu.au/apply-enrol/applications-forms/application-form-request-for-refund/>

Note: Refunds of the full co-contribution fee will only apply where the full amount has been paid to NEC.