

## Fees and Charges Policy

**Purpose:** This policy outlines the various fees and charges that NAHB will charge the students during their length of enrolment with the Academy.

**Responsibility:** The CEO is responsible for implementation of the policy.

### Policy:

- a) 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.
- b) A deposit payment is required for each course as per statement of fees below. This amount must be paid prior to course commencement.
- c) Deposit payments are non-refundable unless the provider cancels and re-schedules the course.
- d) Credit card payments may incur a surcharge from the student's Bank.
- e) 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).
- f) Course fees must be paid in full within the first week after commencement of course or in accordance with the payment plan.
- g) Payment plans are available to all students and individual circumstances will be taken into consideration during the enrolment process.
- h) Students who opt for a payment plan are required to have a signed Payment Agreement in place prior to commencing classes.
- i) Recognition of Prior Learning (RPL) fee is charged as per the comprehensive pricing published on the NAHB website.
- j) NAHB will not issue any qualification until all fees are paid in full.
- k) Please also refer to Hardship policy.

### Fee 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.

Other fees applicable include the following;

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

## **Concession Fees**

### Government funded students

(Applicable to eligible Victorian residents enrolled in government-funded Victorian Training Guarantee - VTG - courses)

Students eligible under the Victorian Training Guarantee who enrol in courses at Certificate IV level and below, NAHB will charge the concession fee. To be eligible for the Concession Fee, individuals must, prior to the commencement of training, produce a current and valid:

- a) Commonwealth Health Care Card (or a dependent spouse or dependent child of a cardholder)
- b) Pensioner Concession Card (or a dependent spouse or dependent child of a cardholder)
- c) Veteran's Gold Card
- d) an alternative card, or concession eligibility criterion approved by the Minister for the purposes of the Victorian Training Guarantee 2015 Guidelines about Fees

To be eligible for a Concession Fee in second or subsequent years, individuals must show evidence of their concession prior to commencing training that year. The Concession Fee will be calculated at 20% of the Standard VTG Tuition Fee.

### **Protecting fees being 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):**

- All students enrolled at NAHB can apply to pay for all costs associated with their course in instalments over the duration of their course.
- Students who opt for the payment plan must enter into a direct debit agreement.
- The Payment plan will show the schedule of payments, account balance and the amount to be debited from their account weekly, fortnightly or monthly.
- 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.
- Instalment are always allocated to materials, books and other costs before tuition fees.
- Students are advised to read and understand the terms of the direct debit agreement before signing the contract.

### **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**

The Academy 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 lawyer**

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 Fees

| Code     | Course description                            | Skills Vic Contribution /hr | Fees per Schedule Hour (Fee for Service) | Course Fee (Fee for Service) | Fees per Schedule Hour (VTG Subsidised) | Course Fee (VTG Subsidised) | Concession Fees per Hour (VTG Subsidised) | Course Fee Concession VTG Subsidised | Materials  | Deposit  |
|----------|---|-----------------------------|--|------------------------------|---|-----------------------------|---|--------------------------------------|------------|----------|
| SHB20116 | Certificate II in Retail Cosmetics            | \$6.00                      | \$10.00                                  | \$4,160.00                   | \$4.00                                  | \$1,664.00                  | \$0.80                                    | \$332.80                             | \$405.00   | \$350.00 |
| SHB20216 | Certificate II in Salon Assistant             | \$10.00                     | \$11.80                                  | \$3,835.00                   | \$1.80                                  | \$585.00                    | \$0.36                                    | \$117.00                             | \$355.00   | \$350.00 |
| SHB30115 | Certificate III in Beauty Services            | \$6.00                      | \$10.00                                  | \$5,010.00                   | \$4.00                                  | \$2,004.00                  | \$0.80                                    | \$400.80                             | \$820.00   | \$450.00 |
| SHB30215 | Certificate III in Make-Up                    | \$6.00                      | \$9.56                                   | \$6,214.00                   | \$3.56                                  | \$2,314.00                  | \$0.71                                    | \$462.80                             | \$820.00   | \$450.00 |
| SHB30315 | Certificate III in Nail Technology            | \$6.00                      | \$10.00                                  | \$5,500.00                   | \$4.00                                  | \$2,200.00                  | \$0.80                                    | \$440.00                             | \$555.00   | \$450.00 |
| SHB40115 | Certificate IV in Beauty Therapy              | \$6.00                      | \$10.00                                  | \$10,010.00                  | \$4.00                                  | \$4,004.00                  | \$0.80                                    | \$800.80                             | \$980.00   | \$450.00 |
| SHB50115 | Diploma of Beauty Therapy                     | \$6.00                      | \$10.00                                  | \$15,450.00                  | \$4.00                                  | \$6,180.00                  | N/A                                       | N/A                                  | \$1,050.00 | \$450.00 |
| SHB30416 | Certificate III in Hairdressing               | \$8.50                      | \$10.10                                  | \$10,807.00                  | \$1.60                                  | \$1,712.00                  | \$0.32                                    | \$342.40                             | \$900      | \$450.00 |
| SHB30416 | Certificate III in Hairdressing (Apprentices) | \$12.50                     | \$12.85                                  | \$13,750.00                  | \$0                                     | \$0                         | \$0                                       | \$0                                  | \$900      | \$450.00 |
| SHB30516 | Certificate III in Barbering                  | \$8.50                      | \$10.00                                  | \$8,350.00                   | \$3.06                                  | \$1,252.50                  | \$0.61                                    | \$250.50                             | \$900      | \$450.00 |
| SHB40216 | Certificate IV in Hairdressing                | \$7.00                      | \$10.00                                  | \$5,150.00                   | \$1.57                                  | \$1,545.00                  | \$0.31                                    | \$309.00                             | \$870      | \$450.00 |
| SHB50216 | Diploma of Salon Management                   | \$6.00                      | \$10.00                                  | \$5,050.00                   | \$1.57                                  | \$2,020.00                  | N/A                                       | N/A                                  | \$70       | \$450.00 |