



Schedule of Fees and Charges

N K Training Centre is a Registered Training Organisation and operates in accordance with applicable legislation and the Standards for Registered Training Organisations. NKTC is entitled to charge fees for services provided to students undertaking a course of study for items such as course materials, administrative support, student services and training and assessment services.

NKTC will review this fees schedule on an annual basis or as required and inform the learners at least 28 calendar days in advance prior to implementing the changes.

Payment process

NKTC will send notification of enrolment to the learners and fees must be paid in full within 7 days of receiving the notification from NKTC. NKTC may cancel an enrolment or discontinue training if fees are not paid as required. Payment methods include direct deposit, cheque or credit card.

All payment details and authorisation form is attached to the enrolment form.

Refund policy

NKTC will refund the fees paid by a learner under the following conditions:

- a. If the notice to cancel your enrolment has been provided 10 days or more prior to the commencement of a program, NKTC will refund full (100%) of fees paid.
- b. If the notice to cancel your enrolment has been provided 9 days or less prior to the commencement of a program, NKTC will refund full (75%) of fees paid. The amount retained (25%) by NKTC is required to cover the costs of staff and resources which will have already been committed based on your initial intention to undertake the training.
- c. If you give notice to cancel your enrolment after a training program has commenced, NKTC will not refund any fees. Discretion may be exercised by the Chief Executive Officer if there is extenuating or significant personal circumstance that led to your withdrawal.

If for any reason NKTC is unable to fulfil its service agreement with a student, NKTC must refund the student's proportion of fees paid for services not delivered.

Refund process

To obtain a refund, learners are required to give written notice to cancel their enrolment and complete a Refund Request Form. Written notice may be in the form of an email or letter.

Where refunds are approved, NKTC will refund the appropriate amount via electronic funds transfer using the authorised bank account nominated by you. This payment will be made within 14 days from the time you gave written notice to cancel your enrolment.

It is essential to note that:

- a. NKTC refunds are not transferable to another person.
- b. No refunds will be made for classes missed due to exams, excursions, or other obligations that fall outside the normal schedule of classes.

NKTC reserves the right to cancel a course if intake numbers are insufficient. In the unlikely event that NKTC is unable to deliver a student's course in full, a refund will be offered for all the unused course money paid to date. In this instance, the refund will be paid to the learner within 2 weeks of



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the day on which the course ceased being provided. Alternatively, enrolment may be offered in a different course by NKTC.

NKTC reserves the right to change its fees and conditions in accordance with the Changes to Terms and Conditions or Services policy.

Changes of tuition fees will not apply to students who have paid and or have already commenced their course. If a student believes that these changes are unreasonable, they have the right to access NKTC's Complaints and Appeals processes and to also take further action under Australia's consumer protection laws.

NKTC reserves the right to deny a student access to NKTC's premises and to withdraw its other services if their conduct disrupts the delivery of training and assessment. Students who are withdrawn from a course due to their disruptive behaviour are not entitled to a refund of fees paid.

The learner has the right to appeal the decision of NKTC. The appeal of any decision is to be handled in accordance with the Appeals Policy and Procedure.

Fee protection

NKTC has a responsibility to protect the fees paid by students. To meet this need, NKTC will only accept an initial payment of no more than \$1,500 from each student prior to the commencement of their course.

Where the fees are higher than \$1,500, learners are required to make subsequent payments based on the costs of their training and assessment which is yet to be delivered.

Where the total fees of the course is less than \$1500.00, learners are required to pay the full amount before the program commences.

All Training tuition fees are GST exempt under section 38-85 GSTR 2003/1 Goods and Services Tax, tax ruling. The ruling explains the supply of a course for 'professional or trade course' is a GST-free education course. Please note GST does apply on the payment of some miscellaneous charges.

Changes to Terms and Conditions or Services

If at any time there is a change to the terms and conditions or agreed services to be provided, NKTC must advise current learners in writing to their nominated email address at least 28-day calendar days prior to any of these changes coming into effect. This would also include any changes in relation to new third-party arrangements or changes to ownership of NKTC.

NKTC will ensure that learners are afforded the normal appeals period (28 days) prior to these changes coming into effect. The learner has the right to appeal the decision of NKTC if the decision effects the terms of their enrolment or the services agreed to at the beginning of their enrolment.

The appeal of any decision is to be handled in accordance with the Appeals Policy and Procedure.

Please refer to the Student Handbook for further information on all student rights and obligations.



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Note.

- All training tuition fees are exempt from the payment of GST. No GST included.
- RPL fees are the same as the fee listed above for completing the listed course.
- NKTC payment terms are 7 days. An invoice for \$1,500.00 will be issued on the first day of all courses and is required to be paid during the first week of the course.
- The fee structure described above is designed to limit the amount paid by students upfront and is structured to collect fees as the course progresses.

Miscellaneous Charges

• Re-issuing a certificate, qualification, or statement of attainment	\$50.00 (Incl. GST)
• Replacement of issued learning/reference workbook (per workbook)	\$65.00 (Incl. GST)
• Photocopy Fees	\$10.00 (Incl GST)
• Re-assessment fee	\$60.00 (Incl. GST)

Note: Learners will be offered three (3) assessment opportunities during a normal training program for each assessment event. The re-assessment fee will only apply if the learner chooses to persist to demonstrate competence and complete the qualification. The re-assessment service includes individual re-training to prepare the learner for the re-assessment.