

VET Tuition Fee Refund Policy (Enrolment Terms & Conditions)

Please read the Enrolment Terms and Conditions carefully before enrolling into your chosen course.

For details on VET FEE-HELP please visit www.studyassist.gov.au or you may collect a VET-FEE HELP Information booklet from Student and Learning Services.

1. In order to re-enrol, complete and return the Re-Enrolment Form to Nature Care College.
 - Students enrolled in a VET FEE-HELP enabled course must apply for a VET FEE-HELP loan or formalise alternative payment arrangements for the course by the end of the census date of each unit of study
 - Please note: Eligible students can either: pay some or all of their tuition fees up front; and or submit a Request for VET FEE-HELP Assistance Form by the end of the census date to obtain a loan for some or all of their tuition fees through VET FEE-HELP.
2. Upon re-enrolment you will receive a Confirmation of Enrolment confirming your enrolment.
3. All continuing students are required to re-enrol each term prior to the start of term.
4. A late payment surcharge penalty of 10% is applied to outstanding balances after the end of the census date of each unit of study.
5. **Census Dates:** The census date is the last day that you can withdraw from a unit of study without incurring financial liability or academic penalty. The census dates are set by NCC at 20% of the way through the period in which the unit of study is undertaken. Within 28 days of the census date VET FEE-HELP students will received their Commonwealth Assistance Notice (CAN. Your CAN will provide you with information on your VE FEE-HELP debt for each unit of study including any loan fees you may have incurred for that unit of study Please refer to the Schedule of Tuition fees published on the NCC website www.naturecare.com.au for a list of all census dates.
6. **Vet Fee-Help Invoice Notice:** No less than 14 days prior to the census date of each unit of study and not more than 42 days before the units commencement date you will be issued with a Vet Fee Help Invoice Notice which informs you what you will be charged come the census date.
7. **Refund/Withdrawal Policy: Advice of withdrawals must be in writing to NCC;**
 - Students who withdraw from a unit of study or course on or before the end of the census date will be withdrawn without penalty and will not incur a VET FEE-HELP debt, any fees paid for the unit of study will be refunded.
 - Students who withdraw from a unit of study or course after the end of the census date will incur a VET FEE-HELP debt and/or be invoiced and payable for the full unit of study tuition fee.

How to apply for special circumstances to have your FEE-HELP balance re-credited: If after the end of the census date you become seriously ill or have other special circumstances you may apply to NCC to have your FEE-HELP balance re-credited. If your FEE-HELP balance is re-credited any VET FEE-HELP debt you have incurred of for that unit of study or course will be removed and any upfront fees paid will be refunded.

You must submit your application in writing with supporting documentation for example doctor or practitioner certificate within 12 months of your withdrawal. NCC will review applications promptly and will notify the student of the decision in writing within one month of receiving the application. NCC will advise the student of their rights for a review of the decision if the student is unsatisfied with the outcome. The student will be advised that the time limit for applying for a review is 28 days from the day the applicant first received notice of the decision.
8. **Transfers:** A transfer is defined as either a change from one course to another within the same term or changing times within the same unit of study. No fee applies to transfers. Transferring is possible between a Distance Learning unit of study and an on campus unit of study within the first two (2) weeks of term, beyond the first two (2) weeks of term transfers can no longer occur between programs.
9. **Recognition of Prior Learning (RPL):** Students who are currently enrolled in a VET course of study can apply for RPL for one or more units of study. As NCC is a Registered Training Organisation it recognises the Australian Quality Framework qualifications and Statements of Attainment issued by other Registered Training Organisations. Applications for RPL are to be submitted on a Recognition of Prior Learning Form available from Student and Learning Services. NCC does not charge a separate fee for RPL however, the College provides a unit of study within a course of study for RPL for which a tuition fee shall be charged. The RPL tuition fee is published on the Schedule of Tuition Fees www.naturecare.com.au . Eligible students may obtain VET FEE-HELP for that unit/s.
10. A USI is required by all Australians undertaking nationally recognised training. It allows students to link to a secure online record of all qualifications gained regardless of the provider. This system was implemented by the Australian Government in 2015, so it will show student achievements from 1 January 2015 onwards. As an RTO, Nature Care cannot issue Certificates or Statements of Attainment without a USI..Upon enrolment Nature Care College issues you with information on how to obtain a USI number if you do not already have one or you can visit <https://www.usi.gov.au/students/create-your-usi> for more information, and instructions on how to apply. *Therefore, it is mandatory that all students supply their USI upon enrolment*
11. The College reserves the right to cancel a student's registration into a course or clinic for non payment of tuition fees.

12. Nature Care College is legally obliged to comply with the Australian Quality Training Framework, therefore the maximum periods for course completion are an indication only, and may be subject to change.
13. In the event that a course is cancelled by Nature Care College, students enrolled at the time of the cancellation will have their fees refunded. Students who have been assessed as competent for units in the course will be issued a Statement of Attainment. Nature Care College will also assist in the placement of the student in another educational provider offering the same nationally accredited qualification in the event that there is an existing alternative provider offering the same qualification. Tuition refunds are not applicable for completed competencies.
14. As an NCC student you will need to have a Windows or Mac computer with access to the internet. The e-learning management system that the college uses works well with different operating systems, but the latest version of Windows or Mac OSX are recommended
15. By enrolling in a course at the College, students agree to be bound by the Enrolment Terms and Conditions and College Policies as outlined in the Student Handbook.

Nature care College Pty Ltd
RTO Code: 91149

Grievance Procedure: Nature Care College has a comprehensive academic and non academic grievance procedure contact Student and Learning Services for details.

PRIVACY: Nature Care College is committed to protecting your privacy. The information collected on the enrolment form is for the purposes of processing your enrolment, creating and maintaining student records, keeping you informed of upcoming events and assisting us in improving our service to you. If you do not wish to receive information from Nature Care College please email info@naturecare.com.au and type 'remove my details' in the subject header. Please include your contact details (name, address and phone) in the email.

Student Responsibilities: Please ensure that any personal property is kept with you at all times and not left unattended.

While Nature Care College attempts to make all buildings safe and secure the College does not accept responsibility or liability for the personal property of students, employees, lecturers, supervisors or visitors left unattended, lost, stolen or damaged.

Nature Care College Privacy Policy

The privacy of your personal information is a vital part of our relationship with you as a student. We are committed to maintaining the secure custody of your personal information and strictly adhere to the NSW Privacy and Personal Information Protection Act 1988 (NSW).

As a part of functioning as an educational institution Nature Care College holds personal information regarding our students. All information collected is necessary for the conduct of our business as an educational institution.

The information collected is used for a variety of purposes including:

- student admission
- enrolment and progression
- provision of student services
- archival purposes
- mandatory reporting to external agencies which include the Australian Skills Quality Authority (ASQA) and the Department of Education and Training

You can ask us to provide you with access to the personal information we hold about you. All student information including results are held on an in-house database, and access to through Student and Learning Services is available during office opening hours.

We are committed to keeping secure the information you provide to us, and we will take all reasonable precaution to protect your personally identifiable information from loss, misuse, unauthorised access, alteration or disclosure.

We have a range of physical and technology policies in place to provide a robust security environment. We regularly review these measures to ensure their ongoing adequacy.

You can request a full copy of our Privacy Policy from Student and Learning Services

Statement of VET Tuition Assurance

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- 1 Nature Care College Pty Ltd ABN: 77 105 282 264 ACN: 105 282 264 (the first provider) must comply with the VET Tuition Assurance requirements. This is to protect students in the event we cease to provide a VET course of study in which a student is enrolled.
- 2 These requirements are covered under Schedule 1A to the *Higher Education Support Act 2003* (the Act) and chapter 3 of the *VET Guidelines 2015* (the VET Guidelines). The meaning of 'ceasing to provide a VET course of study' is set out in the VET Guidelines which are available on the [Com Law](#) website.
- 3 In the event we cease to provide a VET course of study in which a student is enrolled, the student is entitled to a choice of:
 - a) an offer of a place in a similar VET course of study with a second provider without any requirement to pay the second provider any tuition fee for any replacement VET units (this is known as the 'VET Course Assurance Option')OR
 - b) a refund of the student's up-front VET tuition fee payments and/or a re-crediting of any FEE-HELP balance for any VET unit of study in which the student is enrolled or commences but does not complete because we cease to provide the VET course of study of which the unit forms part (this is known as the 'VET Tuition Fee Repayment Option')
- 4 We have met the VET tuition assurance requirements, as specified in the VET Guidelines, through current membership of the Australian Council for Private Education and Training (ACPET) Australian Student Tuition Assurance Scheme– VET (ASTAS – VET), (the Scheme). Contact details for **ACPET Administrator** (TAS Administrator) are:

Australian Council for Private Education and Training (ACPET)

Level 1, 66 Berry Street
North Sydney NSW 2060
or
PO Box Q1076
Sydney NSW 2000

Website: www.acpet.edu.au

Phone: 1800 657 644 (toll-free in NSW) (02) 9922 1124

Fax: (02) 9922 6042

email: nsw@acpet.edu.au

- 5 If we cease to provide a VET course of study, the TAS Administrator will send a student enrolled in the VET course of study a written VET Tuition Assurance Offer (the Offer) advising the student of the options available under the VET tuition assurance requirements. The Offer will include directions that the student must follow in order to notify the TAS Administrator of the choice they have made for each affected VET unit. The TAS Administrator will provide this Offer within twenty business days after it knows, or should know by reasonable enquiries that we have ceased to provide the VET course of study.
- 6 For the purposes of VET FEE-HELP, all courses offered by us, in accordance with the course requirements of clause 45 of Schedule 1A to the Act, are covered by the Scheme as part of our membership of the Scheme.

The VET course/s of study for which Nature Care College has ASTAS-VET membership are:

- HLT60612 Advanced Diploma of Homoeopathy
- HLT60512 Advanced Diploma of Naturopathy
- HLT61012 Advanced Diploma of Nutritional Medicine
- HLT60112 Advanced Diploma of Western Herbal Medicine

- 7 A student may choose either:
 - a) the VET Course Assurance Option
 - b) the VET Tuition Fee Repayment OptionThese options are explained below.

The VET Course Assurance Option

- 8 Under the VET course assurance option, a student will be offered a place in a similar VET course of study by the TAS Administrator. If the student accepts this option, the TAS Administrator will make all necessary arrangements to ensure the

student is able to enrol with the second provider in a similar VET course of study. This offered VET course will lead to the same or a comparable qualification without any requirement on the part of the student to pay the second provider any tuition fee for any replacement VET units (that is, units that the student had commenced but not completed because the VET course ceased to be offered). A student will receive full credit from the second provider for any VET units of study successfully completed with the first provider.

- 9 The second provider nominated by the TAS Administrator may have different tuition fees to the fees the student would have paid for VET units of study that were part of the VET course of study we ceased to provide but which the student had not yet started studying.
- 10 A student is not obliged to enrol in a VET course of study with a second provider offered by the TAS Administrator under the VET Course Assurance Option. However, if the student enrolls with any other VET provider there is no obligation on that VET provider to offer full credit transfer for the VET units of study completed with the first provider or to offer replacement VET unit/s free of charge.

The VET Tuition Fee Repayment Option

- 11 Under the VET Tuition Fee Repayment Option, the TAS Administrator undertakes to pay the student the total of any up-front payments already paid by the student for any VET units of study the student has commenced but not completed because the VET course ceased to be offered. Students selecting this option will also have their FEE-HELP balance re-credited for the uncompleted VET units.

Publication

The method this Statement of VET Tuition Assurance will be made public to students will be on our website at <http://www.naturecare.com.au/enrolment/vet-fee-help/7>
Students will be advised where the Statement of VET Tuition Assurance may be obtained as part of our enrolment information.