

RTO Fee Policy Guide

Refund Terms

ABN:53 054 944 366 | TOID:21098

The purpose of the RTO Fee Policy is to ensure consistency and compliance with NECA Education & Careers' contractual obligations for the issuance and management of student tuition fees. The Fee Policy provides clarity around the invoicing, refunds and operational expectations for fee issuance and management.

All refunds will be issued in accordance with the terms listed below.

| Course Duration | Cancelled by | Refund Terms |
|----------------------------------------------------------------------------------------------------------------|--------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Less than 5 days | Student | Fourteen (14) days prior to commencement of the course a full refund of fees, less a \$50 administration fee, will be refunded to the student |
| | | Less than fourteen days (14) and greater than seven (7) days a refund will be issued via a credit note, less a \$100 administration fee, will be refunded to the student |
| | | Less than seven (7) days before the course commencement, no refund will be paid to the student |
| | NECA Education & Careers | Prior to commencement of the course, a full refund of all fees will be refunded to the student |
| After the commencement, a refund will be paid for those units/days which have not yet commenced to the student | | |
| 5 days or more | Student | Fourteen (14) days prior to course commencement, a full refund of fees, less a \$50 administration fee, will be paid. |
| | | Less than fourteen days (14) prior to commencement a full refund of fees, less a \$100 administration fee, will be paid. |
| | | After course commencement and no later than four (4) weeks after the date of the students last attendance. A refund will be payable for those units which the students has not yet commenced, less a \$100 administration fee which will be deducted from the refund calculated |
| | NECA Education & Careers | Prior to commencement, a full refund of all fees will be paid. |
| After the commencement, a refund will be paid for those units/days which have not yet commenced. | | |

Please contact student services via studentservices@necaeducation.com.au or on (03) 9381 1922 to discuss refund options