



TERMS & CONDITIONS OF ENROLMENT

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Attendance/Academic Progress

All overseas students must maintain a satisfactory rate of study during each study period. Regular attendance of **20** hours per week is a requirement for all students. Students must also maintain satisfactory academic progress at all times. Students must ensure that they have successfully complete more than **50% of all units delivered** during 2 consecutive study periods (terms).

Overseas Student Health Cover (OSHC)

All International Students are required to pay Overseas Student Health Cover (OSHC) and maintain cover for the full length of their visa. It is also the student's responsibility to check the conditions of this health cover.

Fees

A non-refundable Enrolment fee (exclusive of Tuition fees and material fees) is required at the time of enrolment. The enrolment deadline is 10 working days after the course commencement. Tuition fees DO NOT cover the charges for enrolment fee, textbooks, stationery and re-assessment fees. Your tuition and non-tuition fees may change over the duration of your course. Students, who fall behind in the payment of their fees or fail to pay their tuition fee on the due date, will be charged a late payment fee of \$144.00 per each overdue week. Students may be refused training and assessment services and any requests until such times as the fees are paid and up-to-date.

An international student may choose to pay more than 50 per cent of their tuition fees before their course commences in accordance with the ESOS Act. List of non-tuition fee applicable are below:

| Non-Tuition Fee | Amount |
|--|------------|
| Administration Fee (Cancellation/Refunds) | \$500.00 |
| CoE Reissuance Fee | \$100.00 |
| Document Fee (Reissuance/Hardcopy/Urgent requests) | \$50.00 |
| Enrolment Fee | \$200.00 |
| Enrolment Fee (Offshore Applications) | \$250.00 |
| Late Orientation Fee | \$50.00 |
| Late Payment Fee (Per each overdue week) | \$144.00 |
| Payment extension plan fee (per part payment) | \$30.00 |
| Reassessment Fee (per unit) | \$250.00 |
| Credit Transfer Fee (per unit) | \$100.00 |
| RPL Assessment Fee (per unit) | \$250.00 |
| CoE Extension (Per term) | \$1,000.00 |
| Student ID Reprint Fee | \$10.00 |
| Deferment/Suspension of course (Per term) | \$500.00 |

For more information on fees and complete schedule of charges, please visit our website www.nvr.edu.au or contact info@nvr.edu.au

Please note that students will be required to maintain Academic progress in consultation with the course trainer and assessor. Should fees remain overdue for more than one day after the due date NVR will inform the student of their intention to report them for non-payment of fees to Immigration via PRISMS.

Cancellation and fee refund policy

The request for refund must be made in writing to NVR Education Australia by using the Fee Refund Application Form. This agreement does not remove the right of either party to take further action under Australia's consumer protection laws for unpaid and overdue fees. For complete and update policy, including requirement for the Administration Fee, and relevant form include details of how refund will be calculated in different circumstances, see 'Fee Refund Policy and Application Form' on NVR website under the link www.nvr.edu.au/policies-and-procedures

Visa Rejection/Cancellation

- **Before scheduled course start date**
If a student visa has been refused by Immigration before the student course start date, NVR will refund all course fees received, less 5% of the course fees (up to a maximum amount of \$500).
- **Due to fraudulent documentation or false and misleading information before scheduled course start date** NVR will not refund any fees if a student's visa has been refused due to fraudulent documentation or false and misleading information.
- **Student Visa Cancellation after scheduled course start date** If a student visa has been refused by Immigration after the student course start date, NVR will refund all course tuition fees received, on a pro rata basis. Calculations will be conducted based on 36 weeks of tuition period within a year.

Student Default and Cancellation

- **Student Cancellation before scheduled course start date**



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If a student submits the "Fee Refund Application Form" with all other relevant evidence as per organisational policies and procedures 28 days before the start of their course, NVR will refund all course tuition fees, less 5% of the course fees (up to a maximum amount of \$500). NVR will not refund any tuition fee if "Fee Refund Application Form" with all other relevant evidence is received less than 28 days before the start of their course.

- **Student Cancellation after scheduled course start date**
NVR will not refund any fees if a student withdraws after their course start date. NVR will also not refund any fees if student decides to withdraw the Administrative Appeals Tribunal (AAT) application on their visa refusal and wishes to cancel enrolments with NVR.
- **Students Transfer to another course within NVR**
All unused course fees received will be automatically transferred to the next course student is studying within the organisation. Calculations will be conducted based on 36 weeks of tuition period within a year.
- **Provider Default**
NVR defaults if a course does not commence on the designated day or is cancelled after it has started. No student will be disadvantaged, and a full refund of all course fees will be made if alternative arrangements are made so that the commencement date is more than 14 days from the original commencement date. If you are enrolled in a course that NVR cancels or stops providing after the course has started, then NVR will refund all tuition fees received, on a pro rata basis. Calculations will be conducted based on 36 weeks of tuition period within a year. All calculations within the above three cases are calculated based on information provided in Explanatory Guidance on the Education Services for Overseas Students (Calculation of Refund) Specification 2014. For further details and calculation examples, see [https://internationaleducation.gov.au/RegulatoryInformation/Documents/Fact%20Sheet%20ESOS%20refund%20specification%2040714%20\(2\).pdf](https://internationaleducation.gov.au/RegulatoryInformation/Documents/Fact%20Sheet%20ESOS%20refund%20specification%2040714%20(2).pdf)

For complete and update to date policy, including requirement for Administration Fee, and relevant form include details of how refund will be calculated in different circumstances and fees involved, see 'Fee Refund Policy and Application Form' on NVR website under the link <http://nvr.edu.au/policies-and-procedures/>.

RTO Default

Under the Tuition Protection Service (TPS) framework, if in the unlikely event that NVR is unable to fulfill its obligations to deliver your course, the New TPS framework will facilitate the placement of students in the first instance, and where this is not possible, provides a refund of unexpired tuition fees (i.e. tuition fees student has paid for but has not been delivered by the provider). For information about 'Tuition Protection Service' role, see <https://tps.gov.au/StaticContent/Get/StudentInformation>

- NVR Education Australia defaults if the course they offer does not start on the agreed starting date.
- NVR Education Australia defaults if the course stops being provided before that is completed or the course is not provided fully to the student because the provider has had a sanction imposed. If NVR Education Australia defaults, NVR refund will be paid to you within 14 days after the default day upon receipt of your Refund Application Form.

NVR Education Australia will give a statement that explains how the refund amount has been worked out. NVR Education Australia dispute resolution process do not circumscribe the student's right to pursue other legal remedies. This agreement and availability of complaints and appeal processes, does not remove the right of the student to take action under Australia's consumer protection laws. The refund policy is subject to review from time to time.

Arrival and Orientation

Students are required to attend the orientation session. The orientation session is usually held on the Friday prior to the course commencement date and starts at 4.30pm.

Overseas Student Health Cover (OSHC)

All International Students are required to pay Overseas Student Health Cover (OSHC) and maintain cover for the full length of their visa.

It is also the student's responsibility to check the conditions of this health cover.

| Status | 3 months | 6 months | 9 months | 12 months | 24 months |
|--------|----------|----------|----------|-----------|------------|
| Single | \$145.08 | \$287.04 | \$427.44 | \$569.40 | \$1,160.70 |

Note that fee is subject to change.

Indicative cost of living in Australia (\$AUD)

According to www.studyinaustralia.gov.au, the figure below is an estimate only to give an indication of the basic rate of living costs under the Migration regulations. The cost can vary significantly depending on where you live in Australia.

Cost of living per year in AUD (excluding tuition fees):

| | | |
|----------------------------------|----------|--|
| Primary applicant | \$24,505 | This includes clothing, food, accommodation, transportation, entertainment and travel cost |
| Spouse or defacto | \$7,362 | In addition to the primary applications cost of living |
| Dependent child | \$3,152 | Per child |
| Annual school costs | \$8,296 | Applicable for all school aged children |
| Personal income | \$62,222 | Where there is no secondary application |
| Personal income (with secondary) | \$72,592 | Where there is a secondary (spouse or de facto) application |



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Complaints and Appeals Policy

Students have access to a Complaints and Appeals procedure if they feel they have been unjustly treated or have a serious complaint. Students who feel they have any type of complaint should first contact the Students Services Staff. If necessary, the complaint will be referred to the Principal in order to resolve the situation. A student dissatisfied with an activity or a decision regarding with their academic outcomes can voice their concerns to the staff member concerned and, if appropriate, appeal to the Principal. If the matter is one of general concern students should talk first to the trainer in matters which may cause concern such as the quality of training and assessment, apparent prejudice or partiality in assessment, heavy workloads and so on. For complete policy and relevant form, visit www.nvr.edu.au/policies-and-procedures

Student Code of Conduct

All people associated with NVR Education Australia have the same rights. Harassment, bullying and victimisation will not be tolerated at NVR Education Australia. Discrimination on any grounds is unacceptable. Students who feel that they are being sexually harassed or are the victims of any sort of racism should initially contact the RTO Manager. If the complaint is sufficiently serious, the Principal may establish a formal inquiry and/or refer to external authorities. For more information, see Student Handbook available at www.nvr.edu.au/policies-and-procedures

Change of Address and Contact Details

Upon arriving in Australia, you are required to advise us of your residential and email address, mobile number (if any) and of any subsequent changes to these contact details within 7 days of the change. You also need to provide us details of the person to whom we need to contact in case of an emergency. These details must be updated within 7 days of the change.

It is your responsibility to ensure that you always update your contact details at NVR to ensure you receive important information about your course, fee receipts and any other important information.