

Enrolment Terms & Conditions

Please read the Enrolment Terms and Conditions carefully before re-enrolling.

VET FEE-HELP and FEE-HELP Enabled Courses

For details on VET FEE-HELP please visit www.deewr.gov.au/vetfeehelp alternatively you may collect a VET FEE-HELP Information booklet from Student & Learning Services.

1. In order to enrol, return the 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
 - 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 enrolment you will receive a Confirmation of Enrolment confirming your enrolment.
3. **A late payment surcharge penalty of 10%** is applied to outstanding balances after the end of the census date.
4. **Census Dates:** The census date is the last day that you can withdraw from a module* without incurring financial liability or academic penalty. The census dates are set by NCC at 20% of the way through the period in which module(s)* are undertaken.

Census dates for 2012

- Summer School census due date: 10 February 2012
- Term One census due date: 9 March 2012
- Term Two census due date: 25 June 2012
- Term Three census due date: 8 October 2012

Within 28 days of the census date VET FEE-HELP students will receive their Commonwealth Assistance Notice (CAN). Your CAN will provide you with information on your VET FEE-HELP debt for each module*, including any loan fee you may have incurred for that module*.

5. Refund/Withdrawal Policy: Advice of withdrawals must be in writing to NCC;

- Students who withdraw from a module* or course on or before the end of the census date will be withdrawn without penalty and will not incur a VET FEE-HELP debt, any fees paid for the module* will be refunded.
- Students who withdraw from a module* 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 module* 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 for that module* 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.

6. **Transfers:** A transfer is defined as either a change from one course to another within the same term or changing times within the same module*. No fee applies to transfers.
7. **Distance Learning Extensions:** Students have one (1) term to complete a module via distance learning format in-line with on campus studies. Students who fail to sit their exam in the specified time will receive a fail did not sit on their academic record. **Special Circumstances:** Students are eligible to apply for an extension to be granted an additional one (1) term of study upon written application if you become seriously ill, are a victim of a crime, suffer hardship or trauma. Supporting documentation must accompany the written application. An extension fee of \$50.00 is payable per module upon approval of extension application.
8. **Recognition of Prior Learning (RPL):** Students who are currently enrolled in, or intend to study 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 www.naturecare.com.au or 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 25% of the published unit/s tuition fee. Eligible students may obtain VET FEE-HELP for that unit/s.
9. Re-enrolling students are required to re-enrol prior to the start of each term. Students studying a year long modules* must re-enrol in the same time slot each term.
10. The College reserves the right to adjust fees whilst acting in accordance with the requirements for Publication of VET Tuition fees (1 October annually for a VET Unit of study with a census date in the first period (6 months) of the next year & 1 April annually for a VET unit of study with a census date in the second period of the same year), under the *Higher Education Support Act 2003(HESA)*. The College reserves the right to vary course requirements or class schedules at any time as deemed necessary
11. The College reserves the right to cancel a student's registration into a course or clinic for non payment of tuition fees.

12. VET FEE-HELP enabled courses are not applicable for a 5% discount as per the provisions of the Higher Education Support ACT 2003 (HESA).
13. **Deferments:** Students wishing to defer their studies, need to apply in writing to a Course Advisor. The term deferment applies to ongoing modules* within a VET program (e.g. if a student has completed one or two terms in an ongoing subject and cannot complete the year). Deferment will be granted for a period of up to one year. (There is no monetary action on deferments – it refers to deferment of course work only.)
14. Nature Care College is legally obliged to comply with the Australian Quality Framework. Therefore, the maximum periods of course completion as outlined in the Student Handbook are an indication only, and may be subject to change.
15. By enrolling in a course at the College, students agree to be bound by the Enrolment Terms and Conditions and College Policies which can be downloaded from: www.naturecare.com.au.

NB: *the term module refers to a VET unit of study

NON VET FEE-HELP or FEE-HELP Enabled Courses

In order to enrol, return your Application and Enrolment Form to Nature Care College.

1. Re-enrolling Students: A 50% deposit is required for each unit of study to reserve your place.
2. Remaining course fees for all units of study within a term, including workshops, are due **two (2) weeks prior to the start of term**. Non compliance will result in the student being ineligible to re-enrol and to receive an Academic Record, Testamur or Statement of Attainment until all outstanding fees have been finalised.
3. All fees are non-refundable and non-transferable unless a unit of study or workshop is cancelled by Nature Care College, in this instance a full refund is provided.
4. **Cancellation/Withdrawal Policy:** Credits can be granted for course fees paid, less a \$40 administration fee per unit of study, provided advice of withdrawal is received in writing prior to the commencement of term (i.e. before Monday of week one (1) of term or one (1) week prior to the commencement of an intensive or workshop). Please advise the reason for withdrawal with supporting documentation. Choose your courses carefully as unfortunately we cannot accept responsibility for changes in your personal circumstances or work commitments which occur after the commencement of your course. Any course fees outstanding are still due and payable.
5. **Transfers:** A transfer is defined as either a change from one course to another within the same term or changing times within the same module*. No fee applies to transfers.
6. **A 10% late surcharge penalty is applied to any outstanding balances as at the first day of term.**
7. **Deferments:** Students wishing to defer their studies need to apply in writing to a Course Advisor. The term deferment applies to ongoing (year long) units of study and Professional Training Programs (e.g. if a student has completed one or two terms in an ongoing unit of study and cannot complete the year). Deferment will be granted for a period of up to one (1) year. (There is no monetary action on deferments – it refers to deferment of course work only).
8. To assist your budget, fees are charged on a per term basis rather than annually upfront. All continuing students are required to re-enrol each term prior to the start of term. Students studying year long units of study must re-enrol in the same time slot each term. Transfer of times for year long ongoing units of study are dependent upon availability.
9. The College reserves the right to vary course structure, teaching staff, adjust fees or class schedules at any time. It is at the College's discretion to discontinue offering a course or unity of study as deemed necessary.
10. The College reserves the right to cancel a course, or refuse any enrolment as permitted by law.
11. Nature Care College is legally obliged to comply with the Australian Quality Training Framework, therefore the maximum periods for course completion as outlined in the Course Completion Policy & Procedure are an indication only, and may be subject to change.
12. By enrolling in a course at the College, students agree to be bound by the Enrolment Terms and Conditions and College Policies which can be downloaded from: www.naturecare.com.au.

DISTANCE LEARNING TERMS AND CONDITIONS

1. **Transfers:** Transferring is possible between a Distance Learning studies to on campus studies within the first two (2) weeks of term. Transferring from studies on campus to Distance Learning is also possible within the first two (2) weeks of term. Beyond the first two (2) weeks of term transfers can no longer occur between programs.
12. **Extensions:** Students have one (1) term to complete a module via distance learning format in-line with on campus studies. Students who fail to sit their exam in the specified time will receive a fail did not sit on their academic record. **Special Circumstances:** Students are eligible to apply for an extension to be granted an additional one (1) term of study upon written application if you become seriously ill, are a victim of a crime, suffer hardship or trauma. Supporting documentation must accompany the written application.

Grievance Procedure: Nature Care College has a comprehensive academic and non academic grievance procedure. For full details go to www.naturecare.com.au

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 Department of Education (DET), the NSW Vocational Education Training Accreditation Board (VETAB), Department of Immigration and Citizenship (DIAC) and the Department of Education, Employment and Workplace Relations (DEEWR).

You can ask us to provide you with access to the personal information we hold about you. All student information including results is held on an in-house database, and access to these 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 Tuition Assurance

The Statement of VET Tuition Assurance and Higher Education Statement of Tuition Assurance are available to be downloaded from the College website: www.naturecare.com.au

Declaration and Consent

- I declare that to the best of my knowledge the information supplied in this application and the documentation supporting it are correct and complete.
- I declare that I have read and fully understand the course outline for the program that I am re-enrolling in.
- I acknowledge that the provision of incorrect information or documentation relating to my application may result in withdrawal of any offer of a place and that such withdrawal may take effect at any stage of the course, at the discretion of Nature Care College.
- I agree to abide by the Enrolment Terms and Conditions of the College.

Signature	Date
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<i>Unsigned applications will not be processed</i>	

Please return your completed re-enrolment application to:

Student and Learning Services
Admissions
46 Nicholson Street
St Leonards NSW 2065
AUSTRALIA
Tel 02 8423 8333 Fax: 02 9437 0820