

Student Fees and refunds

Far North Training and Consultancy agree to supply full training and assessment services paid for, course fees do not guarantee the student will successfully complete the course they have enrolled in.

Far North Training and Consultancy operates with the following types of fees structures:

- Fee For service:
- Funded programs
 - User Choice
 - Vet investment (sometimes referred to as certificate 3 guarantee)

Fees are levied on all courses, details of which are contained in the course information flyer. Where students are required to supply materials or equipment for their course, the resources will be outlined in the student information flyer. Some courses may have additional licencing fees which will be outlined in the flyer.

Far North Training & Consultancy operates a refund policy, which is fair and equitable. The full details are in Far North Training & Consultancy's Fee and Refund Policy.

Please read the provided information carefully and choose your course options wisely.

1. Fee for Service

Where Students are not eligible for funding assistance they will be required to pay the full fee for their course enrolment. The full costs of the course will be outlined on the course information flyer.

How and when fees must be paid: At the time of confirmation of booking/ enrolment into a unit, module or skill set course, a student is required to pay the full course fee.

When a student enrolls into a qualification Far North Training and Consultancy will collect the enrolment fee and term one fees at the time of enrolment.

The student will be required to pay instalments at the beginning of each term, with the full cost of the course being finalized prior to the commencement of the final term.

Students who may suffer financial hardship may be approved for a payment plan. This is at the discretion of Far North Training and Consultancy Training Manager or CEO.

When an applicant accepts a place offered by Far North Training and Consultancy, and pays the fees, it means a binding contract is created between the student and Far North Training and Consultancy.

How to request a refund: Notification of cancellation/withdrawal from unit/s of competency, withdrawal or deferral from a course of study must be made in writing to Far North Training and Consultancy.

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Conditions under which a refund would be provided:

In the case of cancellation/withdrawal, the following cancellation fees will apply:

- 1.1 A full refund will be granted if the Course is withdrawn by Far North Training & Consultancy or Far North Training & Consultancy is unable to provide the course for which the original offer was made.
- 1.2 Students who give notice to cancel their enrolment more than one week prior (7 days) days prior to the commencement of a program will be entitled to a full refund of course fees paid with the enrolment fee being retained by Far North Training and Consultancy.
- 1.3 Students who give notice to cancel 1 – 6 days prior to agreed start date of a program will be entitled to a 50% refund of fees paid. The amount retained (50%) by Far North Training and Consultancy is required to cover the cost of staff and resources which will have already been committed based on the students initial intention to undertake the training.
- 1.4 Enrolments *may* be transferred to an alternative date in cases where there is one available. If there is no alternate date/ course available the penalty above will apply (1.2, 1.3).
- 1.5 Students who cancel their enrolment on or after an agreed start date will not be entitled to a refund of fees.
- 1.6 In circumstances of illness and/or extreme hardship, you may withdraw and be entitled to a partial refund under the following conditions:
 - 1.6A) Satisfactory evidence for withdrawal (e.g. medical certificate) must be provided
 - 1.6B) A non-refundable administration fee of \$50.00 will be deducted from any eligible refund.

2. Funded Program fees:

Funded Programs have varying payment requirements. All funded programs have a government co-contribution fee. In some cases students may be exempt or partially exempt from the –co-contribution fee depending on whether they meet the criteria for a concession or exemption, for the specific program.

2.1 Vet Investment/ Certificate 3 Guarantee

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Students must pay a student co-contribution fee for the course they enrol into. The cost of the student co-contribution is available on Far North Training and Consultancy website and on the course information flyer.

How and when fees must be paid This fee is to be paid at the time of enrolment before commencing training. The Student co-contribution cannot be paid in installments (payment plans) for this program. Fees are to be paid at the time of enrolment.

Some students may be eligible for a concession when paying their co-contribution. Far North Training and Consultancy website lists the full fees and charges, co-contribution (including concession and non-concession) fees and the course flyers indicate specific fees in each category. Student co-contribution fees may be paid on behalf of the student by the employer or a third party, but cannot be paid or waived by Far North Training and Consultancy.

How to request a refund and Conditions under which a refund would be provided:

Refunds must be requested in writing, seven days prior to withdrawal. Withdrawal request must be made on the [withdrawal request form](#). This must be signed by the student and if applicable a referring third party. Units will be refunded on a unit by unit basis for all units not commenced.

2.2 User Choice Co-contribution fees and refund policy.

Co-contribution fees

Far North Training and Consultancy is required to collect co-contribution from each student to contribute to the cost of their training. This is currently calculated at \$1.60 per nominal hour, based on the Student’s course Nominal hours.

Some students may be eligible for partial or full exemption from paying this co-contribution. The Far North Training and Consultancy website set out all fees and charges co-contribution conditions and exemptions and the course flyers indicate specific fees in each category.

Far North Training and Consultancy do not charge an additional Employer contribution fee. Third parties such as Employers may elect to pay the student co-contribution fees.

How and when fees must be paid: Course fees are to be paid at the time of enrolment before commencing training

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To lessen the impact on the student to pay the entire co-contribution fee in one lump sum students may seek approval from the Training Manager to enter into a payment plan. This should be completed prior to commencement and an agreed plan to be signed by the Training Manager and the student.

Financial hardship.

Should a student believe the paying of co-contribution fees would cause extreme financial hardship, the student would need to provide sufficient evidence to the Training Manager prior to the commencement of the course. The decision of the Training Manager is an appealable decision. (refer to the FNTC Appeals Policy)

Partial and full co-contribution fee exemptions

To be eligible for a partial or full exemption the following evidence must be provided to Far North Training and Consultancy. (depending on the exemption category)

- Proof of age — where the student was or will be aged under 17 at the end of February in the year in which the supplier provides training, and the student has not completed year 12.
- Evidence the student holds a Health Care Card or Pensioner Concession Card
- Evidence that the student is a dependent of a Health Care Card or Pensioner Card holder
- Evidence the participant is an Aboriginal or Torres Strait Islander person, through self-declaration on AVETMISS compliant enrolment form.

A full exemption of co-contribution fees is appropriate where:

- Payment of the co-contribution fee would cause the apprentice or trainee extreme financial hardship (as approved by the Training Manager)
- The student is a school-based apprentice or trainee
- A student commences an apprenticeship or traineeship (post 1 January 2014) in a high priority qualification within 12 months of completing Year 12. This exemption includes all students who have graduated Year 12 and have converted to either a full-time or part-time apprenticeship/traineeship within a high priority qualification. These students will retain entitlement to the 100% co-contribution fee exempt [Fee Free information Training.qld.gov.au](#)
- The student is undertaking a qualification as part of the Skilling Queenslanders for Work's Work Skills Traineeship Program

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- If Far North Training and Consultancy is advised by the Department of Education not to charge a fee.

An exemption of co-contribution fees for individual units of competency must be awarded where:

- Credit transfer has been given for unit/s of competency previously achieved
- Far North Training and Consultancy has provided gap training and assessment as required by AVETMISS Outcome Identifier '65' as the result of a training package being superseded.

How to request a refund and Conditions under which a refund would be provided In the event an apprentice/trainee either cancels their training contract or nominates to change to another SRTO, where co-contribution fees have been paid, Far North Training and Consultancy will reimburse to the student, on a unit by unit basis, fees in full for units not commenced.

Any unit of competency/module that has been started, Far North Training and Consultancy will refund a proportion of the fees to the student based on the nominal hours of the unit.

Additional information relating to all programs (1, 2.1 and 2.2):

- Refunds are made in accordance with the policy above and full refunds of amounts owed to you will be made within 14 working days
- Tuition fees are not transferable to another person or institution
- Far North Training & Consultancy reserves the right to withhold granting the Award attained by you if your fees remain outstanding for fee for service students.
- Far North Training & Consultancy reserves the right to change, alter or amend curricula, syllabi, course structure, and any other matter pertaining to the provision of a course at any time. Such changes, alterations and amendments may be made without notice.
- Refunds will only be paid to the person that enters into the contract with Far North Training & Consultancy unless Far North Training & Consultancy receives written direction to pay the refund to somebody else.
- This agreement does not remove your right to take further action under Australia's consumer protection laws as Far North Training & Consultancy's dispute resolution processes do not circumscribe your right to pursue other legal remedies.
- Refunds may be granted by the RTO Manager or CEO at their discretion if appropriate and within the relevant funding guidelines

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Other Fees and Charges:

Reprint certification

If a student requests a reprint of their certification the following fees will apply:

- A fee of \$25.00 + GST will be charged for reprint of statement of attainment
- A fee of \$45.00 + GST will be charged for reprint of a qualification including transcript

Re-assessment fee

If applicable, re-assessment fees may be charged after two attempts at assessment.

Replacement of Training Materials

Far North Training & Consultancy will charge a fee to replace any lost training and/or assessment materials that have been previously issued to you. Please speak with your trainer or contact us on 4098 1228 or info@farnorthtraining.com.au if replacement materials are required.

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