



Far North Training & Consultancy

11 Johnston Road, Mossman, Qld 4873
info@fntc.edu.au | +61 7 4098 1228 | <http://fntc.edu.au>
RTO 32474

Student Fees and Refund Policy and Procedures

DOCUMENT VERSION CONTROL			
DATE	VERSION	CHANGES MADE	AUTHOR
JUNE 2022	1.0	Initial version	CEO / PEO

1.0 SCOPE

A copy of this policy will be provided to students before a contract/agreement is signed or an amount of money is paid for a registered course. A copy of this policy is also available on the Far North Training & Consultancy website.

2.0 Definitions

Student Fees and refunds

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

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.

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

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.

3.0 Policy

At the time of confirmation of booking/ enrolment into a unit, module or skill set course, a student is required to pay the agreed course fee. When a student enrolls into a qualification Far North Training & Consultancy will collect the enrolment fee and term one fees at the time of enrolment.

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

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

Far North Training & Consultancy (FNTC) reserves the right to withhold granting of the award attained by the student, if the student has outstanding fees.

Refer to the student Complaints & Appeals policy and procedure on the FNTC website and in the Student Handbook if you wish to appeal the Refund Policy.

3.1 Student Refund Table

All tuition fee refunds will attract \$150.00 administration fee.	
Tuition Fees	
Withdrawal at least 1 week prior to agreed starting date	Full refund
Withdrawal less than 1 week prior to agreed starting date	50% refund
Withdrawal after the agreed starting date	No refund
Student is unable to start the course on serious medical grounds and evidence is provided from a registered doctor at least 2 weeks prior to agreed start date	Partial refund
Enrolment fees	No refund
Material fees after course commencement	No refund

4 Student's Right to Appeal

- Any student who is refused a refund by FNTC may appeal within 20 days in writing to the Student Administration Officer Refer Complaints and Appeals Policy available.
- The Colleges' appeal process does not limit the students' right to pursue other legal avenues.
- The availability of the Complaints and Appeal processes does not remove the right of the student to take action under Australia's consumer protection laws.

In the unlikely event that FNTC is unable to deliver the course in full, the student will be offered enrolment into an alternative course at no extra cost or, the student will be refunded the unspent portion of the tuition fees paid to date within 2 weeks of the day on which the course ceased to be provided.

5. Refund Procedure

5.1 Every refund request must be accompanied by a completely filled Online Refund Application Form and an Enrolment Variation Form, along with supporting evidence. All forms can be accessed through <http://fntc.edu.au>

5.2 Accounts will confirm amount refundable, if any

5.3 If students are eligible for any fees refundable will be refunded only into the bank account of the student or the same person that initially made the payment of course fees within policy time period, from the date which student gives us the completed form

5.4 Refunds are made in accordance with the policy above and full refunds of amounts owed to the students will be made within 4 business weeks.

5.5 If students are not eligible for any refunds, FNTC will notify them of their ineligibility for the refund. Students who do not concur with FNTC's decision, can appeal using our Complaints and Appeals Form that is available on our website. Please refer to our Complaints and Appeals Policy on our website.

FNTC will endeavour to contact students who have not requested a refund within 4 weeks of leaving the College at the last known contact address, phone, and email, and keep such evidence on the student file. In the instance of Provider or Student default, the reporting timelines stated in the Policy will be adhered to.

6. 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.

6.1 Vet Investment/ Certificate 3 Guarantee

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 instalments (payment plans) for this program

Some students may be eligible for a concession when paying their co-contribution. Far North Training & 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 & Consultancy.

6.2 User Choice Co-contribution fees and refund policy.

Co-contribution fees

Far North Training & 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 & 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 & 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.

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 the 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
- If Far North Training & 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 & 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 & 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 & 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

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 make changes, alterations or amendments to programming or any other matter pertaining to the provision of a course at any time, where this does not materially impact a student's outcome. Minor changes, alterations and amendments may be made without notice. Changes to courses, fees, materials or costs will be advised where possible with one terms 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 Training Manager or CEO at their discretion if appropriate and within the relevant funding guidelines

Should Far North Training & Consultancy cease their training operations for reasons such as closure of business, voluntarily withdrawing their scope of registration or as a result of action taken by the Australian Skills Quality Authority (ASQA). They will inform the Department of Education and Training:

- Provide a Statement of Attainment listing the units of competency completed by each student (including Queensland apprentices and trainees) enrolled with their organization
- Update the training records to STAC and ASQA to reflect training undertaken since the last update, and

If possible,

- assist FFS students transfer to or find a new RTO or refund fees paid
- assist the employers, apprentices and trainees to select a new SRTO.

Other Fees and Charges:

Reprint certification

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

- A fee of \$50.00 will be charged for reprint of statement of attainment
- A fee of \$50.00 will be charged for reprint of a qualification including transcript

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@fntc.edu.au if replacement materials are required.

Payment Options

Payment of course fees can be made to Far North Training & Consultancy via:

- Credit card
- Debit card
- Electronic funds transfer
- Cash

Fees must be paid by the due date agreed in your individual enrolment documentation. This will be clearly stated prior to your enrolment.

Failure to Make Payment

If payments are not made according to the agreed terms of the enrolment, Far North Training & Consultancy may find it necessary to suspend training until payment is received. Failure of the student and/or their representative to meet payment obligations may result in the outstanding debt being handed over to a registered debt collector. Any fees associated with this service will be added to the total outstanding amount for recovery.

If you are experiencing financial difficulty, please contact Far North Training & Consultancy as early as possible to discuss options.