

Fees, Payments and Refunds Policy

Policy

New Futures Training is registered as a charity to offer education and training services to disadvantaged persons. Fees and charges are therefore kept to a minimum as required under the *Australian Charities and Not for Profits Commission Act 2013*.

Purpose

The purpose of this Policy is to ensure that all fees and charges are clearly explained to prospective students as is the refund Policy which is fair and equitable.

Practise

Fees and Charges

- Fees and charges relating to education and training include:
 - Tuition fees (\$0 for funded students)-refer to “2024 - Government Subsidised Fees”
 - Enrolment Fee (Non-Refundable) for funded and non-funded students
 - Admin fee for Distance delivery students for funded and non-funded students
 - Course fee for Fee for services students-refer to “2024 - Fee for Service”
- Fees are reviewed annually and in response to any government directives.
- New Futures Training follows the principles of consumer protection inherent in applicable regulatory requirements including Australian Consumer Law (Competition and Consumer Act 2010).
- New Futures Training will ensure potential students can access an up to date schedule of fees via the web site and applicants are provided with an individual statement of fees prior to formalising their enrolment.
- Invoices will be issued to students once a student has accepted enrolment.

Payment Terms (Fee for Service)

- Fee-for-Service students (i.e. students not eligible for government subsidised training) must pay a deposit of minimum \$250 upon signing student agreement.
- All fees are expected to be paid by halfway through student's course.
- New Futures Training will issue students with a full invoice at the time of enrolment and then students must follow the agreed payment schedule.
- Students will only be issued another invoice if they fail to pay their instalments on time.
- Any students' experiencing difficulties meeting their payments can obtain information about payment plans from Student Services.
- No additional payments are required for students who need to re-do assessments. Full support will be given to students by trainers, assessors and admin staff to assist the student to gain competence. Students who cannot meet unit requirements after 3 attempts may be deemed "Not Competent", and may need to re-enrol in that unit.
- Certificates, Statements of Results or Statements of Attainment cannot be issued if fees have not been paid.

Payment Terms (Government Subsidised Students)

- For Government Subsidised students, the fees stated in the Statement of Fees section will remain constant for the calendar year of your enrolment.
- A non-refundable enrolment fee must be paid in full on day of enrolment.
- No additional payments are required for students who need to re-do assessments. Full support will be given to students by trainers, assessors and admin staff to assist the student to gain competence. Students who cannot meet unit requirements after 3 attempts may be deemed "Not Yet Competent", and may need to re-enrol in that unit.

Refunds (Government Subsidised Students)

Enrolment fees are non-refundable

	Fee For Services	Government Funded
Withdrawal of student prior to proposed commencement of the course	Enrolment Fee - Not refundable	Enrolment Fee- Not refundable
Withdrawal of student within 3 weeks after proposed commencement of the course	Enrolment Fee - Not refundable	Enrolment Fee- Not refundable
Withdrawal of student over 3 weeks after proposed commencement of the course	Enrolment Fee- Not refundable Course Fee- Refund of any amount paid over expected instalment	Enrolment Fee- Not refundable
Withdrawal of student half way through course	No refunds	No refunds
Change of mind up to 3 weeks after proposed commencement of the course : If the student decides to withdraw from one course and enrol into another course offered by New Futures Training	The students' fees can be transferred across to the new enrolment/class minus a \$50 transfer fee	The students' fees can be transferred across to the new enrolment/class minus a \$50 transfer fee
In the unlikely event that New Futures Training is unable to deliver your course in full	Student will be offered a full refund of course monies paid in relation to any training not delivered. The refund will be paid to you within 2 weeks of the day on which the course ceased to be provided. Alternatively, you may be offered enrolment in an alternative course at no extra cost to you. You have the right to choose whether you would prefer a refund or placement in another course.	Student will be offered a full refund of course monies paid in relation to any training not delivered. The refund will be paid to you within 2 weeks of the day on which the course ceased to be provided. Alternatively, you may be offered enrolment in an alternative course at no extra cost to you. You have the right to choose whether you would prefer a refund or placement in another course.

Refund Process

- To apply for a refund, students must complete the 'Refund Application Form V 5.0' located on the website.
- Refunds for student default will be paid to the student's nominated bank account within 4 weeks of receipt of the 'Refund Application Form'.

Products and Services	Associated fees
Re-enrolment fee	Enrolment fee
Course extension fee	\$150 if student has not completed the course by the proposed end date
Reprint-Certificate III, IV & Diploma	\$35
Reprint-Short Course Certificate	\$15
Graded Certificate	\$80
Crimcheck	\$20

Fees for students who require replacement resources

Replacement Written Assessment Task	\$5 per book
Replacement Learner Guide	\$5 per book
Reprint – Student ID Card	\$15

Short Course Cancellation and Refund Policy

Situation	Policy
Student cancels more than 7 days before class	100% Refund
Student cancels between 7 days and 48 hours before class	50% Refund or free reschedule
Student cancels less than 48 hours before class	0% Refund
Latecomers	No admission to class. 0% refund
Class cancelled by New Futures Training	100% refund

If a student cancels class due to extenuating circumstances, they can contact New Futures Training for consideration on a case-by-case basis.

Students must notify of cancellation by calling 9093 5166 / 9093 5157 during business hours or via email to shortcourses@vicsegnewfutures.org.au

Relevant Standards and Legislations:

- AQTF Condition 5
- Current VET Skills First Contract
- Australian Consumer Law - Competition and Consumer Act 2010.

Related Documents:

- Student handbook
- Refund Application Form V3.0 (published on website)
- 2024 Government Subsidised Tuition Fee Schedule (published on website)
- 2024 Full Cost Tuition Fee Schedule (published on website)