

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.

PRACTICE

FEES AND CHARGES

- Fees and charges relating to education and training include:
 - Tuition fees (\$0 for funded students)-refer to “2021-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 “2021 –Full Cost Tuition Fee”
- Fees are reviewed annually and in response to any government directives.
- In keeping with the principles of consumer protection inherent in applicable regulatory requirements.
- 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 half way through student's course. New Futures Training accepts payment of no more than \$1000 from fee for service students prior to the commencement of the course. New Futures Training will issue students with a full invoice at the time of enrolments and then students have to follow the agreed payment schedule.
- Students will only be issued another invoice if they fail to pay their instalments on time.
- If you experience difficulties meeting the payment, please contact the Student Services office for details about payment plans.
- Fees are reviewed periodically and may be subject to change in accordance with government requirements.
- No additional payments are required for students who need to re-sit exams or resubmit work. Students who cannot meet unit requirements after 3 attempts will be deemed "Not Competent", and will need to re-enrol in that unit.
- An enrolment fee is required for re-enrolment in a unit.
- Please note, a Certificate, Statement of Results or Statement of Attainment cannot be issued if fees have not been paid.
- An enrolment fee is required for re-enrolment in a unit.

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.
- Non-refundable enrolment fee have to be paid in full on the enrolment day.
- No additional payments are required for students who need to re-sit exams or resubmit work. Students who cannot meet unit requirements after 3 attempts will be deemed "Not Competent", and will need to re-enrol in that unit.
- Fees are reviewed periodically and may be subject to change in accordance with

- government requirements.
- An enrolment fee is required for re-enrolment in a unit.
- Enrolment fees are non-refundable

REFUNDS (GOVERNMENT SUBSIDISED STUDENTS):

REFUNDS:

	Fee For Services	Government Funded
Withdrawal of student prior to proposed commencement of the course		
	Enrolment Fee- Not refundable Admin Fee- Refundable	Enrolment Fee- Not refundable Admin Fee- Refundable
Withdrawal of student within 3 weeks after proposed commencement of the course	Enrolment Fee- Not refundable Admin Fee- 50% Refundable	Enrolment Fee- Not refundable Admin Fee- 50% Refundable
Withdrawal of student over 3 weeks after proposed commencement of the course	Enrolment Fee- Not refundable Admin Fee- Not Refundable Course Fee- Refund of any amount paid over expected instalment	Enrolment Fee- Not refundable Admin 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 individuals fees can be transferred across to the new enrolment/class minus a \$50 transfer fee	The individuals 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 'Withdrawal and Refund Application Form v3' located at Reception.
- Refunds for student default will be paid to the student's nominated bank account within 4 weeks of receipt of the Refund Application Form v3.
- Refunds may be made to another person upon written request from the student.

Products and Services	Associated fees
Re-enrolment fee	Enrolment fee
Course extension fee	\$150-If student doesn't complete the course by proposed end date a course extension fee may apply
Reprint-Certificate 111, IV&Diploma	\$35
Reprint-Short Course Certificate	\$15
Graded Certificate	\$80
Crimcheck	\$30
Below are fees for individuals who require a replacement copy of require a replacement copy of their resource.	
Certificate III ECEC - text book	\$50
Diploma ECEC - text book	\$50
Individual Support- text book	\$50
Individual Support – assessment book	\$5 (per book)
Disability - text book	\$50

First Aid - text book	\$15
CPR-training manual	\$10
CPR-face shield	\$5

Short Course Cancellation and Refund Policy

<u>SITUATION</u>	<u>POLICY</u>
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

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

Student 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*

RELATED DOCUMENTS:

- *Refund Application Form v3*
- *Student Handbook*
- *2021 Government Subsidised Tuition Fees Schedule (published on the website)*
- *2021 Full Cost tuition Fee Schedule (published on the website)*