

Fees, Cancellation and Refunds Policy

Purpose of Policy

This policy sets out First In Team’s policy and procedures relating to fees, refunds and cancellations.

1. *Scope of Policy*

This policy applies to all clients of First In Team, including prospective clients and those who are eligible for the Government funding / subsidy.

2. *Policy Statement*

This policy is to be read in conjunction with applicable legislative instruments including the Australian Consumer Law legislations, ASQA Standards for Registered Training Organisations (RTOs) 2015 and Smart and Skilled Contract Terms and Conditions (where applicable). Under the guidance and framework provided by these Regulations and Codes, First In Team will conduct all student fee administration and refunds ethically, honestly and with fairness to all parties. First In Team honours its commitment to all processes outlined in this document ensuring we provide a high quality education service at all times.

3. *Fee Administration and Notification*

Prior to enrolment, information on course details and the enrolment process is made available to the client via our website or a quote is sent out outlining applicable course fees and details. Other than public course fees are determined based on the clients specific requirements.

Upon booking confirmation, clients are issued with a tax invoice and payment methods.

Additional fees may be charged for: -

- a. The replacement of any learning resources that are lost or misplaced. As these vary from program to program clients are required to view course information for more detailed costings prior to their enrolment.
- b. The reissuance of misplaced or lost certificates. An extra fee of \$30 is charged for each certificate (Testamur, Record of Results and/or Statement of Attainment) that requires reprinting.
- c. Application of a USI number on behalf of the client if required.
- d. Clients who require reassessment of a task (i.e. following 3 previous unsuccessful submissions) will be charged an extra fee for each subsequent submission.
- e. Embedded qualification charge: covers the issuance of a lower qualification if the client has completed all the relevant units of competency in a higher qualification. Only issued upon request.

Exemptions for payment of fees and/or reduction of fees will apply for Recognition of Prior Learning (RPL) and/or Credit Transfer (CT). Please note that evidence for eligibility for fee exemption and/or concession is required.

Up-to-date training fees and other charges are notified to enrolled clients via website, email and/or phone.

3.1 *Fee Collection and Payment Methods*

Clients are provided with detailed fees, charges and refund via the Student Resources link on our website.

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First In Team does not accept payment of more than \$1,500.00 from each individual student prior to the commencement of their course (no matter how these fees are collected).

For individual students, fees can be paid in full prior to the commencement of training in the case where the total amount invoiced does not exceed \$1,500.00. If the total fees exceed \$1,500.00, a minimum deposit of \$500.00 is made prior to commencement of training, and the remainder of fees are paid according to the agreed payment plan and prior to issuing a certificate. Payment methods are as outlined in the invoice sent to the client.

For employers, the above limit does not apply and invoice payment can be made at any stage prior to issuing certificates.

Fees paid are documented in the customer management system and in the financial accounts where regular reconciliation occurs. Failure to pay scheduled fees may lead to a discontinuation of training or the delay in the issuance of a certificate until the outstanding fees have been paid. Where training discontinuation or a delay in the issuing of a certificate is likely, clients will be informed of their rights and responsibilities. First In Team retains all evidence of fees collected and all attempts to recover outstanding fees in the clients file and in the customer management system.

4. *Cancellation and Withdrawal Policy*

First In Team provides a cancellation policy to clients via the Student Resources link on our website prior to commencement of the course and ensures that all refunds and/or cancellations are dealt with in a fair and equitable manner. All requests for refunds and/or cancellation will be acted upon within 14 days of notice received. Please refer to the following summary table:

Notification of cancellation Refund Amount	Notification of cancellation Refund Amount
Withdraw prior to course completion	No refund. Extra fees may also be charged to cover the number of units completed. Should students wish to finalise incomplete units of competency in a future course, the original fee can be used as credit towards that course. This offer is only available within a six-month period from the time initial payment is received.
Once the course has commenced	No refund. Where payment has not been paid, clients will be invoiced
1 to 4 days prior to the course commencement date	No refund. Where payment has not been paid, clients will be invoiced.
5 to 14 days prior to the course commencement date	50% refund, plus a \$30* administration fee.
15 days or more prior to the course commencement date	Full refund, plus a \$30* administration fee.

* The stated fee is correct at the time of publishing but may vary at the time of application

Once the course has commenced, no refund will be made where students withdraw prior to completion. Extra fees may also be charged to cover the number of units completed. However, should students wish to finalise incomplete units of competency in a future course, the original fee can be used as credit towards that course. This offer is only available within a six-month period from the time initial payment is received.

Summary of additional fees and charges as follows:

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Fees Items	Fees Items
\$30.00*	The reissuance of misplaced or lost certificates. An extra fee of \$30 is charged for each certificate (Testamur, Record of Results and/or Statement of Attainment) that requires reprinting.
\$30.00*	Administration fee – process refunds
As per Bank’s handling fees	Credit card handling fees - where refund has been approved by First In Team for training orders paid via credit card.
Per case basis	The replacement of any learning resources that are lost or misplaced. As these vary from program to program clients are required to view course information for more detailed costings prior to their enrolment.
Per case basis	Clients who require reassessment of a task (i.e. following 3 previous unsuccessful submissions) will be charged an extra fee for each subsequent submission.
Per case basis	Application of a USI number on behalf of the client if required
Per case basis	Embedded qualification charge: covers the issuance of a lower qualification if the client has completed all the relevant units of competency in a higher qualification. Only issued upon request.

* The stated fee is correct at the time of publishing but may vary at the time of application

4.1 *Discontinuing Students*

In the case where student wishes to discontinue their training without completing the course, First In Team will take all necessary measures to:

- a. Determine the reason for discontinuing, and - if found to be related to delivery of the training – ensure all reasonable efforts are made to address the client’s concerns.
- b. Obtain formal notification from the student of their effective withdrawal date.
- c. Issue the student with a Statement of Attainment and associated transcript for completed units of competency within 21 days of notification of the discontinuance.
- d. Update the training plan listing all units of competency and the respective outcome for each, and provide the student with the updated training plan.
- e. Give the student a statement of fees that includes all fees applied, outstanding or refunded if applicable.
- f. Submit training activity data to finalise the record and, if eligible, receive any further payments or Subsidies and Loadings.

5. *Refunds Policy*

There are a number of circumstances where a refund of fees will be available. The following conditions apply:

- a. In the case where a client has overpaid, the full overpayment will be refunded.
- b. A course has been cancelled by First In Team due to unforeseen circumstances. In this case, the full amount paid will be refunded.
- c. In the case where a client has paid fees in advance and then wishes to cancel the course, the above Cancellation Policy (Section 5 “Cancellation and Withdrawal” of this document) applies.
- d. In the case where a client has paid fees in advance and is granted Recognition of Prior Learning for one or more units, the client will be given a partial refund. Fees will be retained to cover the cost of processing the RPL application and engaging a qualified trainer and assessor for assessing the evidence

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provided by the candidate. The refund amount will be prorated depending on the number of units that have been granted RPL less administrative and assessment fees.

- e. In the case where a client has paid fees in advance and then is granted Credit Transfer for one or more units, the client will be given a refund for the full amount of the units that are deemed equivalent.
- f. In the case where a client has paid for and confirmed a course and First In Team becomes unable to provide this course, First In Team will provide an alternative RTO provider to ensure completion of the program. No refund of fees will be granted in this case.
- g. No refund will be made in the case where clients withdraw prior to completing the course.
- h. No refund will be made on perishable items such as practice materials (fire extinguishers, gas masks ... etc.) and learning resources (books, tools ... etc.)
- i. In all other cases, refunds are at the discretion of the Training Manager and may be negotiated on a case by-case basis. The Training Manager ensures that all refunds are dealt with in a fair and equitable manner.

The client agrees that First In Team may change this policy at any time and the policy to be used to determine whether they receive a refund will be the policy applicable at the time they give notice of cancellation or withdraw enrolment in a course. For the latest policy please visit www.safetyorp.com.au

5.1 *Application for Refunds*

All requests for refunds must be submitted in writing, addressed to First In Team Training Manager and emailed to admin@firstinsportsfirstaid.com.au. All requests for refunds will be acted upon within 14 days in accordance with First In Team Refund Policy.

5.2 *Appeal*

If the client is not satisfied with the decision of their refund request, they may appeal that decision within 7 business days of receiving the original decision from First In Team.

6. *Definitions*

We / our:- First In Team
 You / your:- Client
 Client:- Individual students and Clients (employers) unless otherwise specified.

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