



AUSTRALASIA FIRE & EMERGENCY RESPONSE COLLEGE

FEES, CHARGES AND REFUND POLICY & PROCEDURE

Version 2.1
February 4, 2020

Form RF

Fees, charges and refund policy and procedure

Purpose

The VET Quality Framework and Conditions of Registration require that Australasia Fire & Emergency Response College protect fees paid in advance and have a fair and reasonable refund policy.

We are committed to providing a fair and transparent policy and procedure when dealing with students and prospective students in regard fees charged, protection of fees and refunds where warranted.

Scope

This applies to all clients of Australasia Fire & Emergency Response College (AFERC).

Fees

Course fees will be established and reviewed annually by the College Manager.

AFERC will inform potential applicants of course/workshop fees prior to commencement of studies. All advertised fees will be fully inclusive i.e. tuition, materials, resources and GST.

Individual applicants:

- Where course fees are no greater than \$1,000.00 full payment is required prior to or on the day of the course/workshop.
- Where course fees are greater than \$1,000.00, individuals will be required to pay no more than \$1,500.00 prior to course commencement and no more than \$1,500.00 in any one installment thereafter.

Organisations are invoiced, with full payment to be received within thirty days of the invoice date. Purchase Order Numbers, or an Authority to Invoice must be provided in writing, otherwise payment is required upfront.

Payment can be made by cash, cheque, money order or credit card, in person, by mail or telephone. Until payment or an approved Purchase Order Number/Authority is received then enrolment/s cannot be processed.

Course participants/organisations may request information regarding balance of fees paid via Reception.

Refunds

AFERC is committed to a refund process which is prompt, accessible and easily understood by students/clients.

Course cancellation

In the event of a training course being cancelled by AFERC, all students enrolled in the course will have the option of being transferred to a later course or having a full refund of monies paid. Refunds will be distributed in the form that fee payment was received i.e. cash, cheque, credit card.

Course withdrawal/Did Not Attend – Self funded students, Employer funded students and Organisation on-site based courses

Self funded students, employer funded students or organisational clients who withdraw from a course with more than 7 calendar days notice of course commencement will receive a full refund less a \$50 application fee. Refunds will be distributed in the form that fee payment was received i.e. cash, money order, cheque, credit card.

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Self funded students, employer funded students or organisational clients who withdraw from a course with less than 7 calendar days notice from course commencement will receive a 50% refund of course fees paid. Refunds will be distributed in the form that fee payment was received i.e. cash, money order, cheque, or credit card.

No refund will be provided to:

- Self funded students, employer funded students or organisational clients, who have booked into a course and do not attend the course or notify AFERC of their absence within 7 calendar days of course commencement; or
- Individuals, employees of organisations, or organisations booking on behalf of employees, who formally withdraw from any AFERC course/workshop after course commencement.
- Self funded students, employer funded students or organisational clients, who have enrolled into an eLearning training course with AFERC.

Debts Outstanding

Students that complete their course with no outstanding debts will receive the relevant course certification. However, in the case where a student has outstanding debts certification will not be issued until the debt has been paid in full. In this instance students will receive certification no later than 30 working days from time of full payment.

NOTE: In cases where a student has paid for part of a course, and chooses not to pay the outstanding course fees, the student will receive a statement of attainment for those units which have been satisfactorily completed and paid in full.

How to apply for refund

Requests for refund must be made in writing using the applicable form - the Request for Refund (form RfR).

Approved refunds will be paid within 30 business days of receiving written application on the appropriate form available from the College website or Reception.

Associated documents:

Request for Refund	Form RfR
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Approval:

Policy developed by:	Jason Humphries
Refer to:	[insert the standards e.g. SNR 16.6 & 23.3]
Responsible Manager:	Jason Humphries
Approved by:	Jason Humphries

Fees, charges and refund policy and procedure

Policy endorsed by:	Jason Humphries
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