FEES, CHARGES AND REFUND POLICY

Purpose

Full Tilt Training Solutions (FTTS) is committed to ensuring that all fees, charges and refund arrangements are fair, transparent and compliant with applicable legislation and regulatory requirements.

This policy outlines:

- Fee collection arrangements.
- Payment options.
- Refund entitlements.
- Learner protection measures.
- Financial hardship arrangements.
- Student rights and responsibilities.

Scope	Policy Statement

This policy applies to:
• Prospective students.
• Current students.
• Individuals undertaking:
  ○ Qualifications.
  ○ Skill Sets.
  ○ Short Courses.
  ○ Recognition of Prior Learning (RPL).
  ○ Credit Transfer applications.
  ○ Fee-for-service training.
	FTTS will ensure that:
	• Students receive accurate fee information before enrolment.
	• Students are informed of all applicable fees and charges.
	• Refund arrangements are clearly explained.
	• Fees are managed transparently.
	• Refund requests are assessed fairly.
	• Consumer protection obligations are met.
	• Students have access to complaints and appeal processes.

Fee Information

Prior to enrolment, students will receive information regarding:

- Course fees.
- Resource fees.
- Payment arrangements.
- Payment plan options.
- Refund conditions.
- Additional charges.
- Certification fees (if applicable).
- RPL fees (if applicable).

Students must acknowledge fee information before enrolment is finalised.

Types of Fees

FTTS may charge fees including:

- **Tuition Fees**

Fees relating to training and assessment services.

- **Resource Fees**

Fees for learning materials, manuals, PPE or equipment where applicable.

- **Recognition of Prior Learning (RPL) Fees**

Fees associated with RPL assessments.

- **Reassessment Fees**

Additional reassessment fees may apply where specified in course information.

- **Replacement Certification Fees**

A fee may be charged for replacement certificates or Statements of Attainment.

Payment Arrangements

Students may pay:

- Upfront.
- By approved payment plan.
- Through employer arrangements where applicable.

Payment plans must be agreed prior to commencement.

Payment Requirements

Full Tilt Training Solutions requires payment of course fees prior to the commencement of training for standalone units and short courses.

Where a student enrols in multiple standalone units, payment for all enrolled units may be required prior to commencement.

Students will be provided with:

- Full details of all fees and charges before enrolment.
- A written invoice or fee agreement outlining payment requirements.
- Information regarding refund eligibility and cancellation conditions.
- Access to the FTTS Fees and Refund Policy.

Where enrolment fees exceed $1,500, FTTS will ensure that appropriate learner protection measures are in place and that students are informed of their rights and available remedies should FTTS be unable to deliver the agreed training and assessment services.

For qualifications and programs delivered over an extended period, payment plans may be available at the discretion of FTTS.

Financial Hardship

Students experiencing financial hardship are encouraged to contact FTTS.

FTTS may consider:

- Alternative payment arrangements.
- Extended payment plans.
- Deferred payments.

- Other reasonable support options.

Each request will be assessed individually.

Learner Protection

Where FTTS is unable to deliver training services as agreed, students will be offered:

- A full refund of unused fees; or
- An alternative training arrangement acceptable to the student.

Students will not be disadvantaged where FTTS is unable to fulfil its obligations.

Refund Policy

Full Refund

Students will receive a full refund where:

- FTTS cancels a course.
- FTTS is unable to commence the course.
- FTTS is unable to continue delivering the course.
- FTTS withdraws a training product before commencement.
- A student is not offered a place due to course capacity limits.

Student Withdrawal Before Commencement

Notice Period	Refund Entitlement
More than 7 days before commencement	Full refund less $100 administration fee
Within 7 days before commencement	Fees paid less $100 administration fee

Student Withdrawal After Commencement

Where a student withdraws after training has commenced:

- Fees for training already delivered are non-refundable.
- Any refund of unused fees will be assessed on a case-by-case basis.
- Compassionate or exceptional circumstances may be considered.

Examples include:

- Serious illness.
- Injury.
- Family emergency.
- Other exceptional circumstances.

Supporting evidence may be required.

RPL Fees

Where an RPL assessment has commenced:

- Fees are generally non-refundable.
- Refund requests may be considered where exceptional circumstances exist.

Transfer Requests

Students wishing to:

- Transfer courses.
- Defer training.
- Change training dates.

Must submit a request in writing.

Requests should normally be made at least 14 days before the scheduled commencement date.

Refund Application Process

Students must submit:

- A written refund request.
- Supporting evidence where applicable.

Applications should be submitted to:

admin@fulltilttraining.com.au

Refund Timeframes

Approved refunds will be processed within 30 calendar days.

Refunds will normally be paid:

- By electronic funds transfer (EFT).
- To the person or organisation that originally paid the fees.

Refund records will be maintained by FTTS.

Australian Consumer Law

Nothing in this policy removes or replaces rights available under the Australian Consumer Law.

Students may be entitled to remedies under consumer protection legislation in addition to the refund arrangements outlined in this policy.

Complaints and Appeals

Students who are dissatisfied with a fee decision or refund outcome may access the FTTS Complaints and Appeals Policy and Procedure.

Record Keeping

FTTS will maintain records relating to:

- Fee payments.
- Payment plans.
- Refund applications.
- Refund decisions.
- Financial hardship arrangements.

Records will be retained in accordance with legislative requirements.

Continuous Improvement

Fee and refund arrangements will be reviewed regularly through:

- Student feedback.
- Complaints and appeals.
- Compliance reviews.
- Internal audits.