

Fees, Charges & Refund Policy and Procedure

1.0 Purpose

This policy sets out the fees and charges applicable for completing any Nationally recognised certificate level course offered by Future Force.

2.0 Responsibilities

The Directors and National Training Manager are responsible for ensuring this policy and procedure is implemented.

3.0 Scope

As a result of Victorian Government ministerial directions, Future Force as a Registered Training Organisation is obliged to comply with the prescribed fees and charges policy. This policy can be viewed in the Victorian Government website on following link:

<http://www.education.vic.gov.au/training/learners/vet/Pages/fees.aspx>

The Future Force policy, in compliance with the ministerial directive is as follows (please also refer to 'Schedule 1 – Fees') which outlines in detail the fee structure including Government contributions):

4.0 Definitions

Trainee refers to a full time employee of Future Force undertaking a certificate level traineeship within at a host organisation.

Fee for Service student refers to non-Future Force employees undertaking certificate level course through Future Force that is being paid for either by the student or by a third party (for example, their employer)

5.0 Policy

5.1 Future Force trainees

5.1.1 *Fees:* A fortnightly fee of \$7.22 shall be deducted from trainees' fortnightly pay. This shall be identified as "Tuition Fee" on the trainees' payslip. This fee shall apply for the duration of the trainees' indenture. Payment terms are not applicable.

5.1.2 *Refunds:* As a minimal fee is being levied, and is levied on a 'pay-as-you-go basis, there shall be no refunds available regardless of the length of time the trainee has been enrolled, as no fees are charged in advance. The only exception to this is detailed in section 5.3 of this policy.

5.2 Fee for service students

5.2.1 *Fees:* A total of up to \$5000 shall be levied to either the trainee directly or to their employer, in multiple stages as agreed pre-course. This fee may be incorporated as part of the general tuition fees, or may be levied separately dependent upon the individual agreement with the employer. Payment is made in arrears of training. Payment terms are 14 days from invoice date.

A discretionary concession may be granted however in cases where the payment of the prescribed fee can be demonstrated as causing undue hardship to the relevant trainee. If you feel this is the case you should discuss this further with Future Force. An initial enrolment fee may be levied prior to commencement. This forms part of the total cost and is not an additional charge. Payments are staged, in arrears for services delivered.

5.2.2 *Refunds:* As fees are paid in arrears, there are no refunds available with the exception of the initial enrolment fee (if applicable). This is refundable upon written request, *only if the participant does not actually commence the course*. Refund shall be provided to the nominated bank account with 10 working days from receipt of the request if it is agreed that the course was not commenced. Additional exception to this is detailed in section 5.3 of this policy.

5.3 RTO failure to deliver

In the event that Future Force be unable to deliver the prescribed training, current students may request a refund of any fees paid to that stage. The circumstances where this would occur would be either that Future Force terminates its operations mid-course or a failure on Future Force's part to actually deliver any training.

6.0 Procedure

6.1 Individual Fee Schedule

An individual fee schedule shall be provided to each student/trainee prior to enrolment. The method of collection of fee shall be detailed on that schedule, and aligns with per 6.2 below.

6.2 Application of Fees

6.2.1 *Trainees:* fees are deducted from trainee wage in the form of a tax deductible "Tuition fee", and indicated as such on the individual payslip each pay period. The amount deducted per fortnight is \$7.22. The annual fee therefore payable by the trainee is \$187.50.

6.2.2 *Fee for service:* fee for service students shall be invoiced either to themselves or their employer, whichever has employed Future Force's services. Invoices are raised in arrears of training and shall be on a basis as agreed with the individual or company.

6.3 Refunds

6.3.1 *Requesting a refund:* Any request for refund must be made in writing (e-mail is acceptable) to either Future Force's National Training Manager or a Director. The request needs to clearly indicate:

- A detailed explanation as to why a refund may be applicable, taking into account the respective refund policy applicable, and
- Full details of the amount being requested

6.3.2 *Response and action:* Future Force shall endeavour to make a written response as to the acceptance or otherwise of the request with 10 working days of receipt of the request. If for any reason there is a dispute over the applicability of a refund, please refer to the Complaints and Appeals Policy and Procedure.



7 Forms and Documents

The following should be used in conjunction with this procedure

- SUPPORTING DOCUMENT Fees – Schedule 1
- POLICY & PROCEDURE Complaints and Appeals

Fees - Schedule 1

Indicative government subsidised student fee information - 2019

(Applicable to most juniors taking on a full-time traineeship)

(Fees and charges for government subsidised training, calculated according to the Skills First Program Guidelines about Fees)

Course Title	Indicative scheduled hours	Indicative tuition fee per scheduled hour	Total Standard Tuition Fees	Indicative Government contribution per scheduled hour	Total student contribution	RPL Fees
TLI31316 - Certificate III In International Freight Forwarding (Operator)	420	\$7.89	\$3,315.00	\$7.00	\$375.00	\$0.00

Note:

* Fees are charged based on full 24 month scheduled completion time. Additional fees may apply if course duration exceeds 24 months.

* There are no additional fees applicable. Services such as amenity fees, services fees, tuition fees are all included in the above.

* Applicable to eligible students. Eligibility can be ascertained by contacting your local Future Force office

* Fees are not charged in advance (hence no refunds are available)

Indicative fees for 'Fee for Service' students- 2019

(Applicable to non full time traineeship students. E.g. Existing/experienced staff students upskilling)

Course name	Indicative scheduled hours	Indicative tuition fee per scheduled hour	Total Standard Tuition Fees	Indicative Government contribution per scheduled hour	Total student contribution	RPL Fees
TLI31316 - Certificate III In International Freight Forwarding (Operator)	420	\$18.90	\$7,940.00	\$7.00	\$5,000.00	\$255.00 per unit
TLI41616 - Certificate IV in International Freight Forwarding (Senior Operator)	470	\$10.64	\$5,000.00	\$0.00	\$5,000.00	\$255.00 per unit

Note:

* There are no additional fees applicable. Services such as amenity fees, services fees, tuition fees are all included in the above.

* Applicable to eligible students. Eligibility can be ascertained by contacting your local Future Force office

* Fees are not charged in advance (only exception below) hence no refunds are available

* An enrolment fee of \$1000 may be applicable in certain circumstances. Note that this fee forms part of the total student contribution, and is not an additional fee. This fee may be refundable in certain circumstances. Check with Future Force to ascertain if this is applicable.

* The student tuition fees as published are subject to change given individual circumstances at enrolment