



Fees and Refund Policy

Purpose

The following information details the Fire Industry Academy (FIA) Fees and Refund Policy.

FIA is approved by the Australian Skills Quality Authority (ASQA), to deliver training and assessment in accordance with the Standards for NVR Registered Training Organisations.

This policy complies with the requirements of the Standards.

Payment of Fees

Fees are payable on all courses, details of which are contained in relevant course information pages on the Fire Industry Academy (FIA) website or directly from the office.

All fees are to be paid at the specified time, as per the course information and can only be paid by credit card or EFT. A Tax Invoice will be issued as required.

All participants and/or businesses are liable for the financial commitment to FIA as specified in the Schedule of Fees, Online Enrolment System, website and Tax Invoice.

In accordance with the Standards, FIA does ***not*** take more than \$1500.00 in advance for any training where the training fees are paid by an individual. This limit does not apply where a business or employer pays for the training.

Following course commencement, FIA may require payment of additional fees in advance from the participant but only such that at any given time, the total amount required to be paid which is attributable to tuition or other services yet to be delivered to the participant does not exceed \$1,500.00.

Protection of Fees

FIA Shall:

- guarantee once you have commenced your training / assessment, you will be provided with every opportunity to complete the course within the timeframes specified in the course brochure or on the website.
- will, in the event that a course is cancelled, whilst in progress, due to circumstances beyond its control, provide the participant with a refund of fees in accordance with this policy or offer to transfer the participant to another course.
- will refund a pro rata proportion of any money paid by you and not yet used for the delivery and assessment of the course, in the event we cancel or discontinue a course.
- Will implement the appropriate safeguards and fair options in place for any monies paid in advance (where relevant)

Refunds due to course cancellation by us

In the event that a course is cancelled by us whilst in progress and the participant is unable to transfer to another course, we will refund the participant an amount equal to:

1. The total amount of any fees already paid; less
2. a pro-rata amount of the total course fees for any part of the course completed where a Statement of Attainment has been, or can be, issued for the part of the course completed.

For example, a learner who has paid \$3000 and completed 5 units of competency from a course which costs \$4000 and contains 10 units of competency, would be entitled to the following refund:

Item	Amount
Enrolment Fees Paid	\$3000
Less pro-rata of course cost \$4000 x 5/10 (5 units out of 10 units)	-\$2000
Refund Due	\$1000

Refunds due to participant withdrawal for self-paced courses

1. If you withdraw from a self-paced course within 28 calendar days of the commencement date and have not submitted an assessment for marking, we will refund you the total amount you have paid less the Application Fee specified in the current version of the Schedule of Fees.
2. If you withdraw from a self-paced course:
 - a. after submitting an assessment; or
 - b. more than 28 calendar days, but less than six months after the commencement date;

we will refund you an amount equal to:

- a. The total amount of any fees already paid; less.
- b. the Application Fee specified in the current version of the Schedule of Fees; less.
- c. a pro-rata amount of the fees already paid, determined by the higher of the following methods:
 - i. The percentage of units of competency for which at least one assessment has been submitted for marking; or
 - ii. The percentage of:
 1. the number of months since the date of commencement; and
 2. half the allocated course duration (in months), capped at a maximum of 6 months.
3. Request for refunds for self-paced courses greater than six months after the date of commencement will not be considered.

Example #1:

A participant who withdraws within 28 days of commencing a course that costs \$3000, where they have paid a \$1000 deposit, would be entitled to the following refund:

Item	Amount
Enrolment Fees Paid	\$1000
Less Application Fee	-\$250
Refund Due	\$750

Example #2:

A participant who has paid \$5000 and withdraws three months after commencing a course that has a duration of twelve months and a total course cost of \$7000, would be entitled to the following refund:

Item	Amount
Enrolment Fees Paid	\$5000
Less Application Fee	-\$250
Less pro-rata fee of paid course fees \$5000 x 3/6 (3 months out 6 months)	-\$2500
Balance of Deductions	\$2750
Refund Due (\$5000 less \$2750)	\$2250

* Note: Refund may be less if pro-rata fee using assessment submission method is higher.

Example #3:

A participant who has paid in full for a course costing \$3500, who withdraws after submitting assessments for six of the twelve units of competency that make up the course, would be entitled to the following refund:

Item	Amount
Enrolment Fees Paid	\$3500
Less Application Fee	-\$250
Less pro-rata fee of paid course fees \$3500 x 6/12 (6 units out of 12 units)	-\$1750
Balance of Deductions	\$2000
Refund Due (\$3500 less \$2150)	\$1500

* Note: Refund may be less if pro-rata fee using time elapsed method is higher.

Refunds due to participant withdrawal from face-to-face courses

1. If you withdraw from a face-to-face course 14 days prior to the commencement date, you will receive a full refund less the Application Fee specified in the current version of the Schedule of Fees.
2. If you withdraw from a face-to-face course less than 14 days prior to the commencement date, you will not be eligible to receive a refund of any portion of the course fees.

Return of Learning Materials

Refunds for courses where the supply of hard copy learning guides was included in the enrolment fee will only be considered after learning guides have been returned in **“as new”** condition.

Any Learning Guide returned that in our opinion is not in a condition to allow it to be provided to another participant will incur a penalty fee of \$60 per learning guide. This fee will be deducted from any refund payable.

Transfer of enrolment

Where a business requests an enrolment to be transferred from one learner to a different learner and this is permitted by the Enrolment Agreement, a Transfer Credit may be available that can be used to offset the cost of the new enrolment.

The Transfer Credit is determined in accordance with the Learner Transfer Policy. The policy supports businesses by allowing them to transfer an enrolment to a different learner, where this is permitted, whilst ensuring costs incurred by Fire Industry Academy in supporting the original learner are covered.

The amount of ***Transfer Credit*** and how it is provided to the business is based on:

1. The percentage of a course accessed, submitted or completed
2. The percentage of the course duration elapsed; and
3. Whether or not the original learner wishes to continue the course and agrees to pay the full enrolment fees.



Procedure - Refunds

To apply for a refund, a written claim must be submitted on the Refund Request Form to the CEO of Fire Industry Academy or their nominated delegate. An application for a refund will be processed within 4 weeks after a claim has been reviewed. Refunds are assessed on a case-by-case basis.

Refunds will only be refunded to the person who entered into the contract with Fire Industry Academy and will not be provided to a third party. All refunds are paid electronically, no refunds will be paid in cash.