

Fees and Refund Policy and Procedure

Purpose

The purpose of the Fees and Refund Policy and Procedure is to ensure that Firetrain provide prospective and current VET students with accurate, consistent, and transparent information about course fees, payment arrangements, and refunds.

Scope

This procedure is applicable to:

- prospective VET students
- current VET students enrolled with Firetrain
- employers or other parties paying course fees on behalf of a VET student, where applicable
- Firetrain staff responsible for enrolment, invoicing, fee collection and refund decisions.

Commercial cancellation conditions applying to employer or group bookings are addressed separately in Firetrain's Course Booking Terms and Conditions.

Policy Statement

Firetrain will provide information about all applicable course fees, payment arrangements and refund conditions before a VET student enrolls or commits to training.

Fees and refund requests will be managed fairly, consistently and transparently.

Firetrain does not require VET students to purchase training materials, tools or equipment unless this has been clearly disclosed before enrolment.

Procedure

Fees and Payment

1. Firetrain will advise the VET student or the person responsible for payment of:
 - the total course fee
 - any additional fees or charges
 - payment arrangements
 - cancellation and refund conditions.
2. Firetrain does not accept more than \$1,500 in prepaid course fees from an individual VET student for the same VET course.
3. Where an employer is responsible for payment, a purchase order may be required to confirm the booking.
4. Firetrain invoices are payable within 14 days of the invoice date unless alternative arrangements have been agreed in writing.

Cancellation by a VET Student

A VET student who wishes to cancel or withdraw from a course must advise Firetrain in writing as soon as reasonably possible.

Where notice is received more than 48 hours before the scheduled course commencement, Firetrain will:

- offer the VET student the opportunity to transfer to another suitable course date; or
- provide a refund of any course fees paid for training or assessment services that have not been provided.

Where cancellation occurs within 48 hours of the scheduled course commencement, or the VET student does not attend, Firetrain may retain the course fee to cover the costs associated with the confirmed booking.

Firetrain may waive or reduce a cancellation fee where exceptional circumstances have prevented the VET student from attending. Each request will be considered individually.

Cancellation by Firetrain

Where Firetrain cancels a course before it commences, the VET student will be offered:

- a transfer to another suitable course date; or
- a full refund of course fees paid for training or assessment services that have not been provided.

Where Firetrain is unable to continue delivering an enrolled VET student's training, Firetrain will arrange an appropriate transfer where possible or refund fees paid for services that have not been provided.

Refund Requests

1. Refund requests must be submitted in writing to the Director of Firetrain.
2. The request should include:
 - the VET student's name
 - the course
 - the scheduled course date
 - the reason for the request
 - any supporting information relating to exceptional circumstances.
3. Refund requests may be emailed to Firetrain or posted to:
Director
Firetrain
PO Box 682
Mundaring WA 6073
4. The Director will assess the request and advise the applicant of the outcome within 14 calendar days of receiving the request.
5. Approved refunds will be paid to the person or organisation that originally made the payment, unless otherwise agreed in writing.
6. Firetrain will maintain records of refund requests, decisions and payments.

Review of a Refund Decision

A VET student who is dissatisfied with a refund decision may request a review under Firetrain's Complaints and Appeals Policy and Procedure.