

Enrolment
Refunds and Cancellation Policy

Standards Evidenced	
Standards Referenced	

General

Firefox Training will refund fees and charges to learners who cancel or withdraw from their course according to the criteria listed below.

Course cancellation

Firefox Training reserves the right to cancel a course, whether pre-apprenticeship, apprenticeship, or post-trade, if insufficient learners enrol in it, or if circumstances beyond our control require us to do so. Firefox Training will provide learners with a full fee refund in this situation.

Fee for service courses

Learner cancellation

TSTCA complies with the following general refund and cancellation policy for all fee for service courses. For more information, refer to the [Fees Policy](#).

Refunds will be calculated according to the following table.

Number of days' notice	Refund
More than 10 days before course starts	Full refund of all fees, less \$200 administration fee
4 - 9 days before course starts	50% refund of fees
Within 4 days of course starting	No refund of any fees
After commencement of course	No refund of any fees
Online/correspondence courses	
Within 10 days of the enrolment confirmation date (cooling off period)	Full refund of fees

Clients who wish to cancel a course/unit of competency/module will need to apply for a refund of fees in writing to TSTCA by completing a [Refund Request Form](#), stating the reason for the request for refund and where applicable, including evidence to substantiate the claim submitted to the General Manager for processing.

The first initial response from Firefox Training for these types of requests will be a review of the student's circumstance with a view to approving an extension of time to finish the course. Learner transfer

As an alternative to course cancellation, and provided the request falls within four days of the course starting, Firefox Training will allow a learner to transfer their enrolment to the next available same course.

Any fees and charges paid by the learner will transfer to the next course.

Substitution (short course)

A learner may request to transfer their course enrolment to another person, and tell Firefox Training this in writing, before the course starts. At the discretion of Firefox Training may restrict substitutions depending on the amount of notice provided. Firefox Training reserves the right to confirm or reject substitution.

Deferment (short course)

In special circumstances Firefox Training may allow a learner who has commenced their course to defer to the future course. In this situation, the pro-rata of fees paid will be used as credit to pay for the remainder of the same course at a future date. The pro-rata fees credit cannot be transferred to another person. The credit is non-refundable. Deferment must be approved by the CEO or their authorised delegate.

Firefox Training mandated withdrawal

Firefox Training may withdraw a learner who has not attended a post trade course for two consecutive classes. Firefox Training will contact the learner after the second absence to confirm the learner’s intention. If the learner confirms they are withdrawing or does nothing, Firefox Training will withdraw them from the course. The learner is not eligible for any fee refunds or pro rata deferment in this case.

For more information regarding Firefox Training mandated withdrawal, refer to the [Progress Monitoring Policy](#).

Government funded courses

Learner Cancellation (excluding apprenticeships)

Learners who want to cancel their enrolment in a government funded course must apply in writing.

Refunds will be calculated according to the following table.

Number of days’ notice	Refund	Administration charge
More than 10 days before course starts	Full refund of all fees	\$75
Within 10 days of course starting	Refund of tuition fees only No refund of materials fee	\$75
Within 28 days of starting course	Pro rata refund of tuition fees (based on \$2 per hour for hours scheduled will be withheld) No refund of materials fee	\$75
More than 28 days after starting course	No refund of any fees	

The General Manager may exercise the right to amend or negotiate fee refunds in exceptional circumstances beyond the control of the learner.

Substitution and deferment

Learner substitutions are not permitted. Learner deferment may be possible in exceptional circumstances beyond the control of the learner, at the discretion of the CEO or authorised delegate.

Supporting processes

The following processes are defined to ensure these policy requirements are met:

Process Name	Purpose

Supporting Forms and Documents

Document Identifier	Name
	Refund Request Form

Evidence

Source	Demonstrating
Completed Refund Request Form	Outcome of Refund Request

--- End of Policy ---

Version Control

Version #	Date	Changes
1.0	01/04/2021	First release