

Fees Policy

Fee Structure

Enrolment & Selection

1. The student is responsible for notifying Firefox Training if they have a medical condition or disability or require assistance in their training.
2. A deposit must accompany enrolment to secure a placement within a course; this fee is also the Administration Fee.
3. It is the student's responsibility to note the date, time, and location of the course as advertised.
4. Courses with low enrolments may be cancelled, every effort will be made to contact students, please ensure your contact details are correct.
5. Requests from the student to transfer or credit their course placement due to changed personal circumstances will be considered and every effort will be made to ensure a placement into an alternative course.
6. If you are unable to complete your course, due to changed personal circumstances, the RTO will make every effort to ensure you are placed into an alternative pre-scheduled course.
7. Students can only join after course commencement date if they meet all prerequisites. Full course fees are still payable for late enrolments.
8. The RTO reserves the right to decline admission to a course, terminate a student's enrolment in a class or change a Trainer/Assessor at any time without notice.
9. Students participate in courses involving physical activity; field trips, practical demonstrations etc. and do so at their own risk. Firefox Training's students are covered by public liability insurance whilst working within the RTO's premises.

Course Fees, Payments, Refunds and Certification

1. Please refer to the course information available on the website for information (course information on the website) on course fees, including any required deposit; administration fees; materials fees and any other charges (if applicable).
2. In line with the RTO's Fee Protection Policy the RTO will not collect more than \$1,500 prior to course commencement.
3. Certificates and Statements of Attainment are issued to students who are assessed as competent in the units successfully completed. The cost of the certificates is included in the course fees. Once the fees are paid for in full, any certificate or Statement of Attainment will be made available to you.

4. Refunds may be made in the following circumstances:
 - a. Participants have overpaid.
 - b. Participants enrolled in training that has been terminated by the RTO.
 - c. Participant advises the RTO prior to course commencement that they are withdrawing from the course.
 - d. If the participant withdraws from a course or program, prior to course commencement, due to illness or extreme hardship as determined by the RTO.
 - e. In the event that the RTO fails to provide the agreed services.
5. A deposit of no more than \$1,500 is required prior to course commencement; this deposit is to confirm access to start a course.
6. An administration fee is required to be paid prior to course commencement which is included within the deposit fee. Students may be entitled to a refund of the remaining deposit if the deposit is more than the administration fee. If the student withdraws from the course prior to course commencement, they will forfeit this administration fee. If the total course fee is less than \$295, then the total of the course is to be paid prior to course commencement to secure a place within the course – deemed commenced once learning materials have been accessed.
7. No refunds will be issued once the student has commenced the course.
8. Students are responsible for the safe storage of their Certificates and Statements of Attainment. Students can access their certificates or statements of attainment through the student portal for a period of 12 months after course completion. A hard copy of the testamur can be requested in writing with a fee of \$45 being applicable.
9. The RTO is responsible for issuance of AQF certification documentation within 30 calendar days of course completion and finalisation of any outstanding balances payable for the course or unit of competency.
10. If a student is deemed not yet competent during the practical phase of their assessments, they will be offered an opportunity to be reassessed within a reasonable timeframe. If a student is deemed not yet competent a second time, they will be given further training and assistance with an opportunity for reassessment once it has been deemed the student is ready for reassessment.
11. If a student is required to be reassessed, they will be provided with further guidance from their trainer prior to reassessment.
12. There will be no reassessment fee. If a reassessment fee is applicable, this fee will be included on the course information on the website.
13. If a student is deemed competent in some but not all the units of competencies required, a Statement of Attainment will be issued, and the student will be given a six-month period to undertake reassessment if required.

Cooling Off Period

The RTO protects the rights of the learner including but limited to the Statutory requirements for cooling-off periods.

Students are eligible to cancel their enrolment by placing a formal notice of cancellation in writing to the RTO Manager or their delegate (a letter or email is acceptable) within 10 business days of enrolment, unless the student has already commenced the training. Please refer to the Refund policy for process on acquiring a refund.

RPL Fees(s)

Each applicant for RPL will be provided with a quote for RPL based on the following variables:

- The number of units to be recognised
- Whether observation within the Workplace is required
- The amount of evidence to be reviewed
- Whether references need to be interviewed
- Whether units have been clustered

Once the quote has been accepted and the invoice has been paid, the student will be issued with an RPL Kit (see more details below) and an Assessor will be assigned to conduct the assessment.

--- End of Policy ---

Version Control

Version #	Date	Changes
1.0	01/04/2021	First release
2.0	03/02/2023	Second release