

Fees and Refunds

Fees are levied on all courses, details of which are contained in the relevant course information sheet. Final Trim Training management is responsible for ensuring that fees paid in advance are accounted for in a separate financial control centre, and are clearly identified within the student record management system.

All fees for short courses are paid at the time of enrolment. Students enrolling in full courses are requested to pay a non-refundable deposit at the time of enrolment with subsequent payments as outlined in relevant payment plan.

Final Trim Training operates a refund policy, which is fair and equitable and in accordance with policy and procedures as set out in Final Trim Training's Operations Policy and Procedures.

Refunds are issued when:

- A student provides written notice of withdrawal more than 48 hours prior to commencement of course
- Review of Credit transfer indicates that the student does not have to undertake the course / part course
- A student is unable to attend due to extended hospitalization / illness, and/or pregnancy/childbirth

Refunds are not issued when:

- changes occur in student work hours
- it becomes inconvenient for a student to travel to class
- a student moves interstate
- a student changes jobs or becomes retrenched
- a student leaves before finishing course / unit of competency
- a student is expelled from the college for a serious breach of discipline

Once students have started studying their chosen qualification or course, Final Trim Training will remain committed to providing the highest

quality of training and assessment as outlined in this handbook. In the event that Final Trim Training is no longer able to provide the training and assessment services as initially agreed, then every effort will be made to arrange for agreed training and assessment to be completed through another RTO at no additional cost to the student. Prior to the transfer students will be formally notified of the arrangements including any refund of fees that may be applicable.

Refund Policy

Final Trim Training is committed to the fair and transparent application of fees and charges, including the processing of refunds. Students are provided with details of all fees and charges and copies of the relevant refund policy prior to enrolment. This policy outlines the circumstances in which a student or client may receive a full or partial refund of their course fees.

PROCEDURE

A non-refundable deposit of 20% of the total enrolment fee is payable on enrolment to any program. Should a student wish to withdraw prior to course commencement a 20% refund of the remaining 80% is available provided the request is received within 48 hours of course commencement. Such request must be made in writing using Final Trim Training's "Request for Refund" Form.

No refund is available after the course commencement date.

General

Where our training programs have a limited number of places available, these will be filled in order of completed bookings.

Fees and Refunds

If, for any reason, Final Trim Training closes or ceases to deliver any part of the qualification in which a client is enrolled, Final Trim Training will assist the learner in locating another provider or refund the portion of fees for which training and assessment has not been provided.