

Service Fees, Payments and Refund Policy and Procedure

Foundation Training Australia has a systematic process for enrolling students and informing students of any fees, additional charges, cancellation and refunds.

Co-Contribution Fees

Career Start and Career Boost:

Throughout the Foundation Training Australia enrolment process, the prospective student is provided with information on course outlines, course fees, payment method options, training delivery methods, travel costs, cancellation and refunds.

As part of Foundation Training Australia's Skills Assure Supplier (SAS) Agreement with the Department of Trade, Employment and Training for the delivery of funded programs, Foundation Training Australia are required to charge students, participating in Certificate II level qualifications or above, Co-Contribution Fees.

These are charged at \$1.60 per nominal hour (Career Start & Career Boost - Apprenticeship & Traineeship Pathway). Some students may be eligible for a discount if they meet certain criteria*. Please refer to Page 3 of this Policy and Procedure for details of these exemption groups.

Students are exempt from Co-Contribution Fees while participating in a School Based Apprenticeship/Traineeship and do not incur these fees whilst a School Based student and if they transition from school during their training, Foundation Training Australia will make contact to advise the change of fees.

Co-Contribution Fees will be invoiced upon completion of each unit. Payment for these invoices can be made via invoice and bank transfer, credit card, or via a direct debit arrangement (which is a minimum weekly deduction amount being \$9.00 per week).

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At the time of writing, Co-Contribution Fees are calculated at \$1.60 per nominal hour for each Unit of Competency delivered. Below is an example of costing and how it is calculated.

Example on how Contribution Fees will be calculated for an Apprentice:

An Apprentice completing an Apprenticeship in Carpentry, undertaking CPC30220 Certificate III in Carpentry, completes a unit of competency, such as "CPCCCA3006 Erect roof trusses," which has a nominal hours completion time of 40 hours. Therefore, the contribution fees for the unit will be calculated as 40 hours x \$1.60 = \$64.00.

The entire Apprenticeship has an approximate total nominal hours of approximately (based on selected elective units) 1,000 hours x \$1.60 = \$1,600.00. This amount is divided by the expected number of months it takes to complete the qualification. For this qualification, the nominal term may be between 3 - 4 years. Therefore, the cost would be approximately \$40.00 per month.

Partial or Full Exemptions (Career Start & Career Boost - Apprenticeship & Traineeship Pathways)

Partial Exemption - tuition fee

FTA, as the Skills Assure Supplier, must charge 40 percent of the Co-Contribution Fee where the participant falls into one or more of the following exemption categories:

1. The participant was or will be under 17 years of age at the end of February in the year in which the Skills Assure Supplier provides training, and the participant is not at school and has not completed year 12.
2. The participant holds a valid Health Care Card or Pensioner Concession Card issued under Commonwealth law, or is the partner or a dependant of a person who holds a valid Health Care Card or Pensioner Concession Card and is named on the card. Concession cards must be valid at the point the student signs up.
3. The participant issues the Skills Assure Supplier with an official form under Commonwealth law confirming that the participant, his or her partner or the person of whom the participant is a dependant, is entitled to concessions under a Health Care Card or Pensioner Concession Card
4. The student is an Aboriginal or Torres Strait Islander person. Acceptable evidence is as stated on the Training Contract and AVETMISS VET Enrolment Form

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Full Exemption - tuition fee

The Skills Assure Supplier may apply full exemption from the Co-Contribution Fees where the participant falls into one or more of the following exemption categories:

1. Where payment of the Co-Contribution Fees would cause extreme financial hardship, then the Skills Assure Supplier may waive these fees
 - the fee waiver process should be in place at the time of the participant's enrolment
 - for 2.6.3(a) of this Fees and Charges section, the Skills Assure Supplier must have a reasonable internal process to manage an appeal about the outcome of an application under financial hardship
2. Where the Queensland Government, as represented by the Departmental Officer responsible for the Career Start/Career Boost budget, advises in writing that fees are optional. On receipt of such advice, the Skills Assure Supplier may choose not to collect the Co-Contribution Fee. In this circumstance, any decision by the Skills Assure Supplier not to collect fees does not create a liability for the Department. The Skills Assure Supplier may not apply for reimbursement by the Department of fee revenue foregone. Please refer to the Queensland Subsidised Training List and the, as published on the Department's Training website, for information on where fee exemptions are applicable.

The Skills Assure Supplier must apply full exemption from the Co-Contribution Fee where the participant falls into one or more of the following exemption categories:

1. where credit transfer/national recognition has been applied to a unit of competency/module
2. where the participant is a school-based apprentice
3. is undertaking a qualification as part of the Skilling Queenslanders for Work

Career Start and Career Boost Financial Hardship Exemption from Co-Contribution Fees

As detailed within the Career Start and Career Boost Policy, apprentices/trainees may apply for a full exemption of Co-Contribution Fees where payment of these fees would cause extreme financial hardship.

To apply for this exemption the student must complete and submit the Application for exemption from Co-Contribution Fees due to financial hardship (Career Start & Career Boost students under Apprenticeship & Traineeship Pathway only)

Application for exemption from Co-Contribution Fees due to financial hardship (Career Start & Career Boost students under Apprenticeship & Traineeship Pathway only)

Where a student presents evidence that the payment of the Co-Contribution Fee would cause such extreme financial hardship, Foundation Training Australia will discuss options

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with the learner and decisions will be made on an individual, case by case, basis. FTA, as the Skills Assure Supplier, must retain information regarding the evidence supplied by the apprentice/trainee to substantiate an application for financial hardship.

Possible outcomes may include:

A payment plan, negotiated with the learner, that lessens the impact on the apprentice/trainee having to pay the entire Co-Contribution Fee as a lump sum and instead allows them to provide some contribution towards their eligible qualification. The minimum weekly deduction amount for such a Payment Plan being \$9.00 per week.

In some cases, Foundation Training Australia may grant full exemption of the Co-Contribution Fees.

Free apprenticeships for under 25s

The Skills Assure Supplier must not charge a Co-Contribution Fee to a student who:

- (a) meets the participant eligibility to receive a government contribution and is eligible under the Free apprenticeships for under 25s initiative
- (b) enrolls in a high priority qualification identified by the Department for Free apprenticeships on the current Queensland Subsidised Training List - accessible via Partner Portal.

The Skills Assure Supplier must retain evidence of a student's eligibility for free apprenticeships. All courses have information brochures available at www.fta.edu.au.

Construction Skills Queensland:

When accessing funding through Construction Skills Queensland (CSQ), the prospective Learner is provided information around any fees or charges prior to enrollment. This information is also part of the enrollment process which includes course outlines, course fees, payment method options, training delivery methods, cancellation and refunds.

Each student receives a Tuition Fee Agreement outlining the subsidised amount and whether a Co-Contribution Fee is applicable.

Students enrolling into Construction Skills Queensland are charged \$50.00 administration fee if withdrawing once the enrolment process has been finalised.

Construction Skills Queensland provides the Co-Contribution Fee applicable per program at the commencement of Foundation Training Australia's contract, we must charge, collect and retain evidence of payment in FTAOnline for each student which enrolls.

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Procedure

Once a decision is made by a student to proceed, the following steps are implemented:

1. Foundation Training Australia sends the Welcome to Foundation Training Australia email to the student prior to enrolment providing them with the Learner Handbook, which includes information on policies for refunds and complaints and appeals etc. and the USI Privacy Notice and NCVET Privacy Notice.
2. Foundation Training Australia sent an electronic Tuition Fee Agreement (TFA). The Tuition Fee Agreement outlines all the conditions, fees, additional costs and payment methods. The Tuition Fee Agreement is sent to the student's nominated email and is signed using the digital signature service provider [PleaseSign](#).

Please note: for "Fee for Service" students there is a \$500.00 non-refundable administration fee to be paid upon enrolment. This will be detailed on the Tuition Fee Agreement.

For "CSQ" students there is a \$50.00 non-refundable administration fee to be paid upon enrolment. This will be detailed on the Tuition Fee Agreement.

3. Foundation Training Australia offers each student the option of a payment plan, applicable only to the payment of Co-Contribution Fees. The student selects the frequency, payment amount, date of commencement and provides bank details for Direct Debit payments to be set up by FTA. Upon completion of each unit, an invoice is sent with payment due within seven (7) days. Alternatively, terms can be negotiated on a case by case basis and is set out in the Tuition Fee Agreement.

If the fees outstanding, for Fee for Service Arrangement training, reach in excess of \$300.00, the student will be contacted to pay arrears and training may be suspended until:

- Outstanding invoices are up to date
- or
- A payment plan has been agreed to by both parties and has commenced according to the agreed terms

Should the account remain in arrears for a period longer than 60 days, the matter may be referred to a collection agency.

4. Once Foundation Training Australia has received the signed Tuition Fee Agreement, an invoice is sent to the student, if and as applicable, relating to any nominated costs in the Tuition Fee Agreement, such as the \$500.00 non-refundable administration fee for "Fee for Service" or "additional charges" such as travel cost as an example.
5. Once deposit invoices are paid, (if applicable), Foundation Training Australia will contact the student and arrange an appointment to complete the enrolment process and commence training.

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Additional Charges may be requested from the Employer/Industry (or in the case of Fee for Service, the individual) to cover the expenses of travel (flights/accommodation/car rental charges, allowances etc.) and may be applicable if located more than 100km from Brisbane GPO.

Additional charges will be at cost and are calculated based on each individual Employer /Industry and their location. It is Foundation Training Australia policy to ensure that all costs are kept to a minimum and you will be notified of these, if applicable, before enrolment in any training or assessment, course or qualification and will form part of our Tuition Fee Agreement, which will be signed by all parties before enrolment or starting of any training that leads to a qualification or statement of attainment.

Foundation Training Australia does not collect more than \$1,500.00 in prepaid fees from any third party, prospective or current learner.

Refunds

A monetary refund may be applicable when a student or employer has paid fees in advance for any training and/or assessment (including Recognition of Prior Learning) that has not been started. Not started means units in which the student has not yet been enrolled.

As part of the Skills Assure Supplier Agreement, including Career Start and Career Boost General Training Pathway, Foundation Training Australia are expected to refund/partially refund whichever is applicable.

Any travel expenses incurred by Foundation Training Australia or Gap Fees paid are ineligible for a refund at any time after they have been paid.

In instances where a student may be entitled to a refund and a refund is applicable because of, for example, the agreed payment plan went into credit, a refund will be provided within thirty (30) days of cancellation or completion, to the bank account nominated. This allows time for the file to be audited, ensuring accuracy of the refund received by the student.

Foundation Training Australia conducts a financial audit on completion or cancellation of students, to ensure fees and charges have been invoiced correctly, inline with the Tuition Fee Agreement. Where discrepancies are identified, such as a student making an overpayment, the student is contacted immediately to inform them and to obtain the bank account details into which the refund will be paid. In these circumstances a refund is issued no later than 30 days after the discrepancy was identified.

Should a course cease due to unexpected circumstances experienced by Foundation Training Australia, a refund will be provided for any incomplete unit/s in which the student is enrolled.

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Withdrawal Without Penalty

A student may withdraw without penalty within the cooling off period date being 48 hours after the Tuition Fee Agreement has been signed. If withdrawal occurs outside the 48 hours cooling off period, 100% of Administration Fee will be forfeited by the student.

Refund Arrangements	
Foundation Training Australia is unable to commence the course for which the original enrolment and payment has been made.	Full refund of course tuition fees levied or placement in an appropriate alternate course, as per the clients' preference. Note: Administration fee is refundable
Student withdrawal before course commencement and/or the 'withdrawal with no penalty cooling off period date' The 'withdrawal within cooling off period date (48 hours after tuition fee agreement signed) If withdrawal occurs within 48 hours, 100% of Administration Fee will be forfeited by FTA. Students are advised that written or verbal advice (such as email) of course withdrawal is necessary to ensure that they are eligible for refunds.	Full refund of course tuition fees paid. Note: In cases for subsidised Students in specific jurisdictions where a mandatory government enrolment fee is required, these fees are non- refundable once the course services have commenced.
Recognition of Prior Learning and/or Credit Transfer has been granted.	Pro-rata refund is paid based on a calculation of the number of units that have received RPL or Credit Transfer results and the course tuition fees paid to date. Note: Administration fee is non-refundable
Foundation Training Australia is unable to continue to deliver the course as agreed.	Pro rata refund of unit tuition fees levied for units of competency not completed, or placement in an appropriate alternate course, as per the clients' preference. Note: Administration fee is non-refundable
Student withdrawal after unit commencement beyond the 'withdrawal within cooling off period date.' The 'withdrawal within cooling off period date (48 hours after tuition fee agreement signed) If withdrawal occurs after 48 hours, 100% of Administration Fee will be forfeited by the student.	No refund payable for units of competency beyond the 'withdrawal within cooling off period date.' Note: Administration fee is non-refundable

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Fee for Service Training - Course Extension Requests

Course extension requests will be considered on a student by student basis and will incur the following fees:-

- 1 month extension will incur a course extension fee of \$125
- 3 months' extension will incur a course extension fee of \$250
- 6 months' extension will incur a course extension fee of \$400

To apply for a course extension you will be required to email info@fta.edu.au and formally request an extension, stating the reasons the extension is required and the extension period required.

Student Support Services Fees

If any specific student support options available attract an additional cost, Work Skills makes this clear during the pre-enrolment information and as part of the Tuition Fee Agreement. Work Skills ensures support provided is reasonable and accessible, with clear and accurate information on these items. .

Student Incidental Fee Schedule

Foundation Training Australia publishes on its website any additional costs that a Student will or may incur and ensures that Students are aware of these costs prior to enrolment.

Government Loan, Funding, Subsidy and Support Entitlements

Foundation Training Australia ensures each Student is made aware of how undertaking training and assessment will impact their access to further government funded training. This includes ensuring that students are aware of any Government funding entitlements that may reduce their ability to access such funding in the future (such as arrangements that limit funding to one qualification for a person).

Qualification

First Training Payment: an amount equal to 50% of the relevant Subsidy Amount at unit commencement

Second Training Payment: an amount equal to 50% of the relevant Subsidy Amount at unit completion, up to a maximum amount equal to 80% of the total Subsidy Amount payable for the eligible learner

Third Training Payment: the remaining 20% of the Subsidy Amount for each eligible learner will be paid as a final instalment upon satisfactory and final completion of the full qualification and submission of any other reporting by Foundation Training Australia as requested by the Grantor or as otherwise required pursuant to the Grant Deed.

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The FTA ‘Tradie Card’

Foundation Training Australia offers a ‘Tradie Card’ offer for an additional cost, the purpose of this card is to upload all certificates or record of results into a secure drive which you can scan via QR code for an accessible view through any digital device that has camera compatibility.

If the certificate or record of results is issued by Foundation Training Australia, no verification fee is required. Where an external student is wishing to utilise these services, they are required to supply their certificate/record of results and Foundation Training Australia will authenticate the credibility and accuracy of the document with the issuing RTO, this costs \$50.00 for the administration process to occur. An invoice will be received to the nominated email address for the student to make payment as outlined on the invoice.

For Foundation Training Australia to issue a ‘Tradie Card’ it costs \$275.00. An invoice will be received to the nominated email address for the student to make payment as outlined on the invoice.

Version Control

Date	Update summary	Version
23/04/2026	This is a new policy and procedure - amalgamating two policies and procedures. Service Fees, Payments and Refund Policy and Procedure for Foundation Training Australia including updated information relating to Department funding.	V 1.00226