

Cancellation/Extensions Policy

Cancellation

Fee for Service/Construction Skills Queensland/Certificate 3 Guarantee Program

Cancellations must be provided in writing to info@fta.edu.au. Foundation Training Australia will endeavour to acknowledge receipt of the written request within one business day, and provide formal confirmation of cancellation as soon as practicable. It should be noted that course cancellation does not warrant refund or waiving of future tuition fees due, refer to the refund policy below for further information. All relevant policies will be applied to cancellation requests, with any out of policy requests investigated in full.

Funded Apprenticeship/Traineeship Contribution Fees (User Choice)

Where both parties mutually agree to cancel the training contract of an apprenticeship or traineeship, ATF-034 Cancel a registered training contract (by all parties) is to be completed. Visit <https://desbt.qld.gov.au/training/apprentices/resources/forms> for the most updated and current version of this form. To return completed forms, please email to info@fta.edu.au for Foundation Training Australia to lodge to DESBT on your behalf.

Once a cancellation is processed, a Statement of Attainment for units that have been awarded with full competency will be issued, generally within 30 days providing that all agreed fees have been paid in full. No AQF documentation can be issued where accounts remain in arrears.

Extensions

Funded Apprenticeship/Traineeship (User Choice) Extensions

Any extension to your training contract must be coordinated between the student, the employer, and the state training authority. An application form may be required depending on the requirements of your state or territory. Upon receiving notification of the change to your contract, we will issue you with a revised training plan and extend your enrolment end date.

Students who experience illness or injury during their apprenticeship/traineeship can apply to temporarily suspend their obligations under the training contract for a period of up to 12 months. Your employer must agree to the application prior to the suspension taking effect, and once approved, ongoing employment arrangements should be determined. For further details, contact your AASN as listed on your training contract, or email info@fta.edu.au

Fee for Service/Certificate 3 Guarantee Program Extensions

Students are required to complete their course within the timeframe set for their course. If you need additional time or wish to continue study beyond the end date of your course, an application for course extension must be made prior to your expiry date. This must be requested in writing to info@fta.edu.au. Foundation Training Australia is not obliged to extend an enrolment if a student has not made appropriate arrangements or course progression prior to their end date.

Construction Skills Queensland Extensions

Students are required to complete their course within the contract period approved at time of enrolment. No extensions can be granted, and if a student does not complete their study within the period, their enrolment will be cancelled and re-enrolment at a higher rate (Fee for Service) will be charged.