

Refunds Policy

All refunds are considered in accordance with guidelines outlined this Policy. See below for particular information relevant to your enrolment with Foundation Training Australia:

Funded Apprenticeship/Traineeship Contribution Fees (User Choice)

If a student cancels their contract under this funding initiative prior to completion, they will be entitled to a refund based on units of competency they have not commenced or completed. In the instance where student contribution fees were charged for training delivery and training had not commenced at the time of the cancellation of enrolment, a full refund will be applied.

In the instance where student contribution fees were charged for training delivery and the student has commenced but not completed the unit of competency, a partial refund will be applied. This will be determined by how many nominal hours have been completed by the student within the unit of competency. For the remaining nominal hours, a refund will be applied accordingly.

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

Students who cancel their enrolment after their enrolment has been confirmed (i.e. signed and returned the enrolment documentation and received a welcome email/confirmation of enrolment email) will not be entitled to a refund of fees and this includes students who may abandon the training without RTO notification.

Once your enrolment has been confirmed, refunds will not be considered unless:

- You can provide medical reasons with a Medical Certificate, OR
- You can provide reasoning for their course enrolment to cease AND
- You apply in writing to the Chief Operating Officer, Foundation Training Australia with supporting documentation attached as per the list on the next page of this document.

If any refund is considered, the refund amount will be assessed by the Chief Operating Officer of Foundation Training Australia on the merits presented at the time, and based on individual circumstances. In the event the refund is not granted, any outstanding fees must be fully paid by you.

How to request a refund

1. You must apply for a refund in writing to the Chief Operating Officer, Foundation Training Australia
2. Partial refund requests must:
 - Set out the reasons for the request; and
 - Be accompanied by supporting documents as may be appropriate; and
3. The information you must provide includes:
 - Date of the claim
 - Your full name
 - The course in which you were enrolled

- The basis for making the claim
- The amount claimed
- Address to which the refund is to be forward
- Your payment details
- Your signature; and
- All documents relevant to consideration of the claim

4. The refund will be provided to you within 14 days as per this Refund Policy and Procedure if approved.

This agreement and the availability of the complaints and appeals procedure do not remove your rights to take action under Australia's consumer protection laws. Foundation Training Australia's dispute resolution process does not circumscribe your right to pursue other legal remedies. You can refer to Foundation Training Australia Complaints and Appeals procedure if they wish to appeal the refund policy.