

# AgForce Training



## Fees and Refund Policy

### Fees and Refunds

AgForce Training is entitled to charge fees for services provided to learners undertaking training and assessment that leads to a nationally recognised outcome. AgForce also charges fees for industry extension training activities such as workshops conducted under various programs. These charges are generally for items such as course materials, text books, learner services and training and assessment services. This policy applies to all modes of enrolment and delivery including correspondence.

#### Fees payable

All fees are payable in full before or at enrolment. Workshops fees are payable in advance.

- The initial fee payment must be made prior to commencing training or within 5 days of receiving an invoice from AgForce Training.
- Correspondence courses must be paid for prior to or on enrolment.
- Payments cannot be accepted at workshops.
- Once correspondence/self-paced materials have been sent the course is considered to have commenced.
- AgForce Training may discontinue training if fees are not paid in accordance with the agreed fee schedule.
- The current fees and charges for AgForce Training are published within the current schedule of fees and charges.

AgForce conducts training under a number of funding arrangements including:

- Government funded courses which may require a student co-contribution fee\* (PQS/Vet Investment Plan/Cert III Guarantee)
- Fee for service type workshops (Mapping, Chemical Accreditation, OHS, BMP, CSG)
- Fee for service training and recognition programs (RPL Diploma)
- Correspondence courses (Chemical Accreditation)

\*For Government funded courses (such as User Choice, Certificate III Guarantee, Higher Level Skills for example) AgForce must charge a Co-Contribution Fee according to the policy requirements unless exemptions apply. Enrolments cannot be accepted until this fee is paid.

#### Schedule of Fees and Charges

The Chief Executive officer is responsible for approving AgForce Training Schedule of Fees and Charges. The schedule of fees and charges is to include the following information:

- the total amount of all fees including course fees, administration fees, material fees and any other charges for enrolling in a training program;

- payment terms, including the timing and amount of fees to be paid and any non-refundable deposit/administration fee;
- the nature of the guarantee given by AgForce Training to honour its commitment to deliver services and complete the training and/or assessment once the learner has commenced study;
- any discounts, fee reductions or exemptions available for multiple enrolments, concession card holders, continuing learners, group bookings etc;
- the fees and charges for additional services, including such items as issuance of a replacement qualification parchment or statement of results and the options available to learners who are deemed not yet competent on completion of training and assessment; and
- AgForce Training refund policy

### **Replacement of text and training workbooks**

Learners who require replacement of issued text or training workbooks will be liable for additional charges to cover the cost of replacement. For a full list of replacement charges please refer to AgForce Training schedule of fees and charges.

### **Giving notice of enrolment cancellation**

A learner who wishes to cancel their enrolment must give notice in writing. This may be via email or letter. AgForce Training staff who are approached with initial notice of cancellation are to ensure the learner understands their rights with regards to the refunding of tuition fees. The learner is also to be advised of other options such as suspending the enrolment and re-commencing in another scheduled training program.

### **Refunds Policy**

#### **Cancellation by AgForce**

For face to face courses incurring student fees-

Should AgForce Training cancel any such course, participants shall be entitled to a full refund or transfer of funds to a future course.

No refund is available to participants who fail to complete course requirements unless they can provide an acceptable medical certificate or show extreme personal hardship. In that case, participants may be refunded on a pro-rata basis at the discretion of the AgForce training manager

However, should the participant wish to finalise incomplete modules in a future course, the original fee payment can be used as a credit towards a course within six months of the initial payment.

### **Refund Policy-Short Course Workshops including Mapping and GPS fee for service workshops**

No refund will be given to participants who fail to attend a short course workshop unless notice of more than 5 working days is given prior to the course commencement.

- Where more than 5 working days' notice of is given, a full refund less an administration fee and the cost of any used or unreturned course materials, will be forwarded to the student.
- Cancellations within 5 working days will result in a refund of 50% of training fees
- Cancellations within 24 hours of the training will result in no refund for these workshops.

Workshops maybe cancelled or deferred due to: insufficient numbers, bad weather, operational necessity or any reasonable cause as determined by AgForce. Should a workshop be cancelled a full refund will be available or a credit arranged if a replacement workshop is possible within a reasonable period

### **Request a refund**

To request a refund, a student should apply in writing to AgForce at the location where the booking was made, simply stating the amount sought and the reason why refund should be made. Proof of payment may be required. Refunds will not be made to any party other than the person/organisation making the original payment.

- Learners who cancel their enrolment after a training program has commenced will not be entitled to a refund of fees of any fees paid in advance.
- Learners enrolled in correspondence or self - paced courses are considered to have commenced the course once AgForce has supplied or dispatched the learner resources.
- Should a learner cancel enrolment in a correspondence course after commencement, AgForce may choose to refund up to a maximum of 75% of the fee provided that:
  - The materials have been returned to AgForce in as new condition by the learner
  - No other costs have been incurred by AgForce
  - There is a genuine reason for cancellation- AgForce will deal with all requests in a reasonable manner.

Discretion may be exercised by the Chief Executive Officer in all situations, if the learner can demonstrate that extenuating or significant personal circumstance led to their withdrawal. In these cases, the learner may be offered a full credit toward the tuition fee in another scheduled program in - lieu of a refund. The Chief Executive Officer may also authorise a refund of tuition fees if the circumstances require it. Where refunds are approved, the refund payment must be paid to the learner within 14 days from the time the learner gave written notice to cancel their enrolment. Tuition refunds are to be paid via electronic funds transfer using the authorised bank account nominated by the learner.

AgForce will deal with all requests in a reasonable manner. Discretion may be exercised by the Chief Executive Officer in all situations, if the learner can demonstrate that extenuating or significant personal circumstance led to their withdrawal. In these cases, the learner should be offered a full credit toward the tuition fee in another scheduled program in-lieu of a refund. Chief Executive Officer may also authorise a refund of tuition fees if the circumstances require it.

Where refunds are approved, the refund payment must be paid to the learner within 14 days from the time the learner gave written notice to cancel their enrolment. Tuition refunds are to be paid via electronic funds transfer using the authorised bank account nominated by the learner on the Refund Request Form.

### **Statutory cooling off period**

The Standards for Registered Training Organisations require a person to be informed of their right to a statutory cooling off period. A statutory cooling off period is defined within the Australian Consumer Law which was introduced in 2011. A statutory cooling off period (which is 10 days) is a period of time provided to a consumer to allow them to withdraw from a consumer agreement, where that agreement was established through *unsolicited marketing or sales tactics*. These include tactic such as door-to-door sales and telemarketing. A statutory cooling off period allows a consumer to withdraw from a sales agreement within 10 days of having received a sale contract without penalty. All staff are recommended to refer to the [Australian Consumer Law, Sales Practices Guide](#) for further details about a statutory cooling off period and our general obligations for consumer protection during the enrolment process.

AgForce Training do inform prospective learners within the learner handbook. It must be noted by all staff that AgForce Training do not engage in unsolicited marketing or sales tactics and therefore a statutory cooling off period in not likely to be applicable to our learners who have enrolled into a program.

### **Our Guarantee to Clients**

If for any reason AgForce Training is unable to fulfil its service agreement with a learner, AgForce Training must issue a full refund for any services not provided. The basis for determining “services not provided” is to be based on the units of competency completed by the learner and which can be issued in a statement of attainment at the time the service is terminated.