



First Impressions Resources

Student Fees and Refund Policy

Policy

This policy applies to:

- Students paying their own fees without government assistance.
- Students who wish to cover all (if applicable) or most of their fees under government funded programs.
- Employers who agree to cover the cost of their employee's training fees.

First Impressions Resources (FIR) will charge fees for courses based on whether or not the student is eligible for funding under government funding contracts or Fee for Service training (FFS). The student/employer will be made aware of the fees prior to enrolment into the course. An Agreement to Fund form will be issued to determine who is paying the fees and the terms of payment. Upon signing the form, agreement is made to remit the fees when invoiced according to the terms set.

Course fees cover:

- Administration of the course
- Resource materials
- Access to the FIR online portal, 'arcade'
- Face to face training (where applicable)
- Issuance of student Certificate or Statement of Attainment (subject to one or more units of competency being completed)

Current fees and charges that apply to respective courses can be found on our website:
<http://www.fir.edu.au>

Please note that fees displayed on the website are subjected to change at any time. All fees and charges are current at the time of publishing and may change at the time of enrolment.



Student fee exemptions and concessions

Concessions vary from state to state. To confirm your eligibility and concessional rate, please contact us for assistance.

Reissue of Certificate or Statement of Attainment

If a student loses or misplaces a Certificate or Statement of Attainment, they may request a replacement. The cost of the replacement is \$30 per reprint.

An invoice will be issued and the replacement document will be sent on receipt of invoice payment.

Procedure

Course fees payment

Payment of fees can be made as follows:

- EFT – banking details are provided at the bottom of all invoices and statements.
- Online – for short courses, Visa and Mastercard are accepted.
- Credit card – phone FIR on (07) 3844 1300; Visa and Mastercard are accepted.
- Cheque – Payable to First Impressions Resources Pty Ltd and mailed to our Brisbane Office.

Failure to make payment

If the student/employer fails to make payment per the terms of the invoice and the signed Agreement to Fund, it may become necessary to suspend training until payment is received. Failure to meet these obligations may result in the debt being handed to our professional debt collection agency.

Cancellation of Training

Once a student has been inducted into a course, it is no longer possible to offer a full credit/refund and the amount credited will be as follows, if requested in line with FIR terms and conditions:



- NSW Traineeships under Smart & Skilled, no credit/refund is available once the traineeship has commenced.
- QLD Traineeships under User Choice, the amount refunded is dependent on the nominal hours completed/withdrawn and will be calculated on a prorate basis. A \$300 administration fee will be incurred.
- QLD Higher Level Skills/Certificate 3 Guarantee programs, no credit/refund is available once the student has been inducted into a course.
- WA Traineeship, will be credited/refunded if withdrawal is received in writing prior to the census/withdrawal date on the FIR invoice.
- Full Fee for Service is on a prorate basis. A \$300 administration fee will be incurred.
- Online courses including but not limited to the Food Safety Supervisor Course and the Support the Supply of Pharmacy Medicines and Pharmacist Only Medicines Course can not receive a refund once the student has accessed the online system (Arcade) using their username and password.

In the event of a course being cancelled by First Impressions Resources, a full refund of any monies paid would apply immediately.

Grant of Recognition of Prior Learning (RPL) and/or Credit Transfer (CT)

- NSW Traineeships under Smart & Skilled, a partial credit/refund will be given on completion/cancellation of the traineeship.
- QLD Traineeships under User Choice, a partial credit/refund will be given for units completed by RPL and/or Credit Transfer.

Course withdrawal

Procedure to Receive a Credit/Refund

If a student wishes to withdraw from the course, FIR must be advised within 21 days of effect. Your notification and request for a credit note/refund must be sent by fax to (07) 3844 1282 or e-mail to finance@fir.edu.au and include the following information:

- Identification of the Student
- Store Location of the Student



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- Effective date of cancellation of the Student
- The reason for the request for a refund or replacement
- Your complete contact information (name, address, phone, e-mail, etc.)

FIR will review your request and determine, in its sole discretion, whether you are eligible for the requested credit note/refund. You will then be notified as to your eligibility.

The outcome of this decision will be sent to you with the accompanying credit note/refund within 14 days.