

Fees and Charges Information Sheet

Fee for Service

FEES AND CHARGES

This information sheet applies to all students not eligible for government subsidised training enrolling in either a short course or a full qualification with JB Hunter. (For subsidised training places, refer to the relevant state funding fees and charges policy).

Some things to note:

- Fees for education under the VET system for nationally accredited training do not attract GST.
- Fees for training delivered outside of Australia may attract local taxes
- Students will pay no more than the published fees for the period for which the fees are published
- Fees will vary depending on the course type and duration
- JB Hunter reserves the right to change or alter course fees without notice

FEE INCLUSIONS

Course fees represent the total cost to enrol, undertake training and receive certification and covers:

- Enrolment fees
- Administration/accounting and processing fees
- Learning materials essential to achieving competence
- The development of a training plan if applicable
- The LLN assessment
- The undertaking of the training (2 attempts before additional fees apply)
- The issuance of one (1) copy of the relevant Certificate/Statement of Attainment upon completion or withdrawal from training (Replacement certificates \$27.50 inc GST)

PAYMENT TERMS

Payment of fees is required prior to the commencement of training unless:

- Where specified separately in a Service Level Agreement
- The amount exceeds \$1500.00, and a payment plan has been agreed to
- A Purchase Order has been provided from an approved account holder. In this instance an invoice will be raised with payment required within fourteen (14) days or prior to the commencement of training, whichever occurs first.

Any debt collection fees incurred will be added to the balance of the student or organisations account.

SHORT COURSES REFUNDS, CANCELLATIONS AND NON-ATTENDANCE

Refunds

JB Hunter reserves the right to cancel, postpone or re-schedule workshops/training courses due to low enrolment numbers or unforeseen circumstances. JB Hunter will offer a full refund or a transfer of registration, without additional charge, to the next available workshop/training course.

E-learning

Students who have booked into an e-learning short course or blended delivery short course combining both self-paced e-learning and classroom based practical assessment, have ninety (90) days to complete their e-learning before it expires. Students can seek a thirty (30) day extension by contacting the Student Support Team at no additional cost.

For blended learning, if the online PREREQUISITE learning and assessments have not been completed three (3) days before the scheduled workshop, the enrolment into that workshop will be cancelled, and the student will have the opportunity to transfer to the next available workshop at no cost. Any further transfers will attract a fee of \$55.00.

If a student turns up to the workshop without having completed the PRE-REQUISITE learning and assessments, they will be turned away without a refund.

E-learning information (Short courses only)	Charges
Withdrawal within two (2) business days of enrolment: <ul style="list-style-type: none"> Course cost is less than \$100 Course cost is \$100 or greater 	* Full refund minus administration fee: <ul style="list-style-type: none"> 25% of course cost (inc GST) \$55.00 inc. GST
Not completed within ninety (90) days	Enrolment is cancelled. Student will need to re-enrol and pay again
Prior to end of ninety (90) days ending	Student can request free thirty (30) day extension
Not completed within thirty (30) day extension	Enrolment is cancelled
Further thirty (30) day extensions can be requested	\$55 inc. GST per extension
E-learning assessments require result of 100% (2 attempts are provided free). Additional resit attempts incur a fee. <ul style="list-style-type: none"> Course cost is less than \$100 Course cost is \$100 or greater 	** Resit fee of: <ul style="list-style-type: none"> 50% of course cost (inc GST) \$75 inc. GST

* No refunds or transfers once the student has commenced the course.

** For results between 80% - 100% an assessor will determine if a resit is required.

Classroom-based learning -(JB Hunter training venue public courses)

Classroom-based training information (Short courses only)	Charges
First Transfer to a different date Must be more than three (3) business days prior	Free
Cancellation more than ten (10) business days prior to commencement	\$55 inc. GST
Transfer more than ten (10) business days prior to commencement	\$33.00 inc GST
Cancellation between three (3) and ten (10) business days prior to commencement	\$110 inc. GST
Transfer between three (3) and ten (10) business days prior to commencement	\$55 inc. GST
Cancellation less than three (3) business days prior to commencement	*100% cancellation fee Transfer will not be granted
Course has commenced	No refund
E-learning assessments require result over 90% (2 attempts are provided free). Additional resit attempts incur a fee. <ul style="list-style-type: none"> If result is over 90% students will be booked and no resit required If result is 80% to 89% the trainer will call student to determine if resit is required or a verbal gap assessment in the classroom If result is under 80% a resit is required, and a fee will be charged. 	\$75 inc. GST

* unless a medical certificate has been provided

Classroom-based Learning (Remote, inhouse or offsite courses)

Classroom-based training information – Remote Venue (Short courses only)	Charges
First Transfer to a different date Must be more than fourteen (14) business days prior	Free
Cancellation more than twenty-one (21) business days prior to commencement	\$55 inc. GST
Transfer more than twenty-one (21) business days prior to commencement	\$33.00 inc GST
Cancellation between fourteen (14) and twenty-one (21) business days prior to commencement	\$110 inc. GST
Transfer between fourteen (14) and twenty-one (21) business days prior to commencement	\$55 inc. GST
Cancellation less than fourteen (14) business days prior to commencement	*100% cancellation fee Transfer will not be granted
Course has commenced	No refund
E-learning assessments require result over 90% (2 attempts are provided free). Additional resit attempts incur a fee. <ul style="list-style-type: none"> • If result is over 90% students will be booked and no resit required • If result is 80% to 89% the trainer will call student to determine if resit is required or a verbal gap assessment in the classroom • If result is under 80% a resit is required, and a fee will be charged. 	\$75 inc. GST

* unless a medical certificate has been provided

FULL QUALIFICATIONS REFUNDS, CANCELLATIONS AND NON-ATTENDANCE

Enrolment withdrawal

A student (or third party) will be entitled to a full refund of course fees if they **notify JB Hunter** of their intention to withdraw from their qualification during the "withdrawal with no penalty" period.

Notice period from enrolment confirmation (date that the registration was completed and signed)	Charges
Withdrawal without penalty - More than ten (10) Business days before	* Full refund
Withdrawal with penalty - More than ten (10) business days after	** No Refund

*If the student has commenced the course within the 10 business days, no refund will apply

Workshop cancellation, non-attendance or transfer requests

Notice period from commencement of Workshop	Fee
More than five (5) business days	No fees
Less than five (5) business days	* \$110.00 inc. GST
Non-attendance at a scheduled workshop, without notifying JB Hunter	\$137.50 inc. GST
First Transfer to a different date Must be more than five (5) business days prior	Free
Subsequent transfers of same workshop	\$55.00 inc. GST

*Unless a medical certificate is provided.