

## SMART AND SKILLED – Fees and Charges Policy

### FEES AND CHARGES

All learners not eligible for government subsidised training will be advised of all fees and charges prior to enrolment. JB Hunter reserves the right to change or alter course fees without notice for fee- for-service training places.

For government funded training places, fees will be charged in accordance with the fees and charges that apply to the relevant state funding contract and the relevant fees and charges policy. Note that fees for education under the VET system do not attract GST.

Smart and Skilled qualifications are paid partly by the NSW government and partly by the student or their employer. The fees charged are calculated by using the Smart and Skilled Provider Calculator. Fees will be advised as part of the enrolment process.

### ***Apprenticeships and Traineeships***

All NSW apprentices and most new-entrant trainees are eligible for a government subsidy under Smart and Skilled. Under the NSW Government fee-free apprenticeship initiative, NSW apprentices that commence their training on or after 1 July 2018 may be eligible for fee-free training. For more information, go to [www.vet.nsw.gov.au](http://www.vet.nsw.gov.au). For **eligible apprentices, there will be no requirement to pay the student contribution fee.**

### ***Fee Inclusions***

Unless specified otherwise, course fees include the cost of all compulsory training and assessment material including learner guides. Course fees also include the issuance of one (1) copy of the relevant AQF Testamur or Statement of Attainment to a student upon completion or withdrawal from their training. Where a replacement certificate is required, an upfront fee of \$27.50 including GST will apply.

### ***Withdrawal with No Penalty***

Students can withdraw from their apprenticeship and receive a full refund if they withdraw in writing within ten (10) days of their enrolment being confirmed. This is the date that they receive their confirmation email from the Student Support team. If they withdraw more than ten (10) days after their enrolment has been confirmed, they will be not be entitled to a refund.

Students who withdraw from an apprenticeship are required to notify JB Hunter and advise the reason for withdrawal. They are asked to advise if they are deferring their studies, discontinuing their studies or transferring to another training provider. The withdrawal effective date will be the date that the student notifies JB Hunter of their intention to withdraw.

If they withdraw from their apprenticeship prior to completing the qualification, they will be provided with recognition for any units of competency completed, provided all course fees due have been paid and their training records have been maintained in Skills Tracker. Please refer to the Student Handbook for more information on deferring studies and discontinuing study. This is available on [www.jbhunter.edu.au](http://www.jbhunter.edu.au)

## REFUNDS

### **Full Refund**

A student (or third party) will be entitled to a full refund of fees if they notify JB Hunter of their intention to withdraw from an apprenticeship during the “withdrawal with no penalty” period

**NOTE: No refunds will be granted due to students not attending or partially attending the duration of the training.**

## CANCELLATIONS, NON-ATTENDANCE AND TRANSFERS OF WORKSHOPS

### **Cancellations and non-attendance**

JB Hunter does not work to a semester-based training program like many other education facilities. Instead courses are scheduled throughout the year and JB Hunter works with both learners and employers to schedule training.

Once the training has been scheduled the student and the employer will receive a booking confirmation detailing important information about the workshop including location and venue information, dates and times, any specific health and safety requirements that might apply to the training (this includes what PPE and equipment you may need to bring on the day).

Cancellations, non-attendance or transfer requests of a JB Hunter workshop will incur the fees outlined below:

- Cancellations made more than seven (7) days from the commencement of a scheduled workshop will not incur any fees
- Requests for a transfer more than seven (7) days from the commencement of the scheduled workshop will not incur any fees
- Cancellations made within seven (7) working days from the commencement of the scheduled workshop will attract a fee of \$110 including GST (unless a medical certificate can be provided)
- Non-attendance at a scheduled workshop, without notifying JB Hunter will attract a fee of \$137.50 including GST
- Each student is allowed to transfer to an alternate workshop only once before transfer fees apply
- No refunds granted once a scheduled workshop has commenced (including online activities)

JB Hunter reserves the right to cancel, postpone or re-schedule 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 training course and will aim to ensure minimum disruption and inconvenience to students and customers alike.

Any debt collection fees incurred will be added to the balance of the learner or organisations account. For funded student places, debt collection fees will be added unless the funding contract states otherwise.