

FACT SHEET: Student Fees (Policy SF / My Flex Training 2020)

Fees	The cost of your course and relevant policy information can be found on course pages on the My Flex Training website.
Fee Structure	My Flex Training calculates the cost of funded places in accordance with rules governing subsidised training and publish the student fees for each course on the My Flex Training website.
Concessions	<p>You will be provided with concession rates at the time of registration, and these will be validated at the time of enrolment.</p> <p>To qualify for concession you must hold one of the following:</p> <ul style="list-style-type: none"> • Valid Health Care Card • Pensioner Concession Card • Veteran Affairs Pensioner Concessioner Card <p>Note: other concessions may apply please contact My Flex Training to discuss your individual circumstance.</p> <p>trainingadmin@myflexhealth.com.au</p>
Incidental Fees	<p>You will be made aware of incidental fees that may form part of your course requirements before your registration. You will be given the option of paying the incidental fee/purchasing the product/s from another source.</p> <p>An example of incidental fees may be food, transport and accommodation costs associated with the provision of field trips that form part of the course. Incidental fees are published on each course page (if applicable) on the My Flex Training website.</p>
Payment Plans	<p>You may be entitled to pay your course fees by instalments.</p> <p>This information will be provided to you before your course registration via email (on request).</p> <p>Conditions apply.</p>

<p>Fee Exemptions</p>	<p>The correct fee should be charged in accordance with My Flex Training and any relevant third party published fees and charges.</p> <p>In considering whether to waive, remit or reduce a fee the RTO Manager will take into consideration all circumstances and evidence.</p> <p>Factors contributing to severe hardship generally include family tragedy, financial misfortune, serious illness, threat, impacts of natural disaster, excessive debt-to-income ratio and other serious or difficult circumstances.</p> <p>Please contact My Flex Training to book an appointment with the RTO Manager to discuss your individual circumstance.</p> <p>trainingadmin@myflexhealth.com.au</p>
<p>Student Fee Refunds</p>	<p>Payable when in receipt of appropriate documentation.</p> <ul style="list-style-type: none"> • Full refund is available upon withdrawal from the unit of study one day prior to the study commencing or earlier • Full refund if you withdraw for any unit of study that you are registered in before 20% of that class has been completed, known as the census date • Full refund if you are granted RPL for any unit of study that you are registered in before 20% of that class has been completed • Full refund if My Flex Training cancels the course • 50% of fees upon withdrawal from unit of study prior to 20% being completed <p>No refund of fees will be paid:</p> <ul style="list-style-type: none"> • For fees paid for RPL • Short courses and full fee paying courses (except for cancellation by My Flex Training or the class has not commenced) • For fees paid for incidental items that have been supplied or purchased through My Flex Training, and • Where the total refund is below \$20

<p>Refunds – Supporting documentation & information</p>	<ul style="list-style-type: none"> • Sickness (verified doctors' certificate) • Change of employment circumstances (verified by employer) • Other valid reason at discretion of the My Flex Training RTO Manager • Unpaid fees are required after 20% of study completed
<p>Financial Consent</p>	<ul style="list-style-type: none"> • If you have an overdue My Flex Training debt you will not be allowed to register in My Flex Training nationally accredited courses. Note: This includes enrolment into fee free courses. • You must enrol in My Flex Training through administration and to accept responsibility for payment of the fees arising from your enrolment by personally accepting the financial terms and conditions within an enrolment form • If you fail to pay your fees within the required time frame (7 days) your account may have a hold applied and be prevented from registering into any classes unless there are compassionate grounds (as approved by the RTO Manager) Note: No refund of any amount will be paid in these circumstances.
<p>Number of Enrolments</p>	<p>You are eligible to enrol a maximum of three times in the same unit of competency at a government subsidised rate to achieve a pass (this includes RPL)</p> <ul style="list-style-type: none"> • Further enrolments beyond the three will be charged at the Full Fee Payment (FFP) rate • A withdrawal from the unit of competence, after a class has commenced, will count as enrolment with the exception of circumstances which may have been caused by My Flex Training, for example cancelled class.

Written information relating to the fees, charges, refunds and waivers for services will be provided prior to any agreement to participate in the training is reached.

Fees will be collected prior to an individual participating in a service. The exception to this is in the approved case of hardship.