TERMS AND CONDITIONS – FEES, PRICING, COURSE VARIATIONS AND REFUNDS

Please read carefully. This forms part of your agreement with Hope Institute when you enrol in a course.

Public Course Fees and Payment Plans

Pricing for individuals registering for public courses will be at the published rate in the course flyers and on the website.

The enrolment fee is non-refundable.

We offer payment plans.

Other special offers and discounts may be marketed from time to time.

Payment plan terms & conditions

Definitions

Course Fee = Enrolment Fee + Tuition Fee

If you are enrolling in Face-to-Face course

Total Course Fee = $1295

You must meet the conditions (1), (2), (3) and (4)

➢ 1st installment of $500 at enrolment;
➢ 2nd installment of $500 within 30 days of course commencement date;
➢ 3rd installment of $295 within 60 days of course commencement;
➢ You must have paid the full course fee before the issuance of the qualification.

If you are enrolling in Distance learning (Blended) course

Total Course Fee = $950

You must meet the following conditions (1), (2), (3), (4) & (5)

➢ 1st installment of $300 at enrolment;
➢ 2nd installment of $300 within 30 days of course commencement date;
➢ 3rd installment of $350 within 60 days of course commencement;
➢ You must have paid the full course fee before the issuance of the qualification.

Corporate Pricing for Groups

Quotations will be provided to businesses and organisations that wish to register 5 or more individuals. Courses and dates will be negotiated with the customer.

Payment will be requested by invoice under the usual company terms.

Administration Fees

We will always do our best to provide good service and assist you with short turnaround time when handling administrative matters. In some cases, a request will incur an administrative charge below:

<table>
<thead>
<tr>
<th>Administration Fees</th>
<th>$ (GST)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Late payment penalties for customers who do not pay fees on time</td>
<td>2% late fee charge on outstanding amounts</td>
</tr>
<tr>
<td>RPL application fee and RPL fee by unit of competency</td>
<td>$150 enrolment fee $89 per unit</td>
</tr>
<tr>
<td>Credit transfer processing fee</td>
<td>$29 per unit</td>
</tr>
<tr>
<td>Re-assessment fees available to customers who are deemed not yet competent on completion of training and assessment after re-submit and re-sit options</td>
<td>$89 per unit</td>
</tr>
<tr>
<td>Re-enrolment fees for customers whose time for submission of work has passed and they wish to extend the length of the course</td>
<td>$90 non-refundable re-enrolment and $49 per unit</td>
</tr>
<tr>
<td>Fees for issuing a replacement qualification testamur</td>
<td>$49</td>
</tr>
<tr>
<td>Fees for processing refunds</td>
<td>$89</td>
</tr>
<tr>
<td>Fees for processing cancellations and course variations</td>
<td>$49</td>
</tr>
<tr>
<td>Fee for replacement textbook or full suite of learning and assessment materials</td>
<td>$89</td>
</tr>
</tbody>
</table>

Provider default – If HIFE cannot offer or continue a course

Where Hope Institute is in a “default” situation such as cancellation of course, a Full refund including Enrolment Fee will be refunded and no refund administration Fee will be charged.

A refund letter showing the fees to be refunded is sent to the customer.

The payment is processed within a maximum of 4 weeks (20 working days) from the date on the refund is requested.

Refunds:

Course variations – Withdrawal or Cancellation from a course and refund request

An enrolment fee of $150 is non-refundable.

Requests must be in writing or email. A form is completed. The form is available from the website’s download page.

Blended Learning - “Cooling off” period and withdrawal from the course.

Blended learning students are offered the “7-day cooling off” period. That is 7 calendar days from the date of the Induction. This is for customers who have commenced the course believing they can meet the academic or technology requirements and then find they are unable to do the course, or feel the course is not for them. They have to follow the procedure set out in the Induction Booklet -Blended Learning and explained at induction. This is also on the website FAQ’s.
Hope Institute guarantees the following which forms the agreement by the RTO:

(Class room or blended)
Upon receipt of the completed course enrolment details and the Course Fee (1st instalment) to:

- provide services according to the terms and conditions of enrolment;
- provide a receipt (tax invoice);
- confirm the course enrolment and
- confirm the course commencement date;
- confirm the payment plan as selected and appropriate for the course;
- provide access to the course materials and assessments;
- provide a “cooling off” period for the blended delivery mode;
- provide the classroom based face-to-face course as described in the marketing information;
- OR provide the blended learning course as described in the marketing information;
- provide trainer and administration support to participants throughout the enrolment;
- mark, provide feedback and results on the submitted assessment tasks;
- support participants to achieve their goal of completion of the qualification with reasonable adjustments;
- provide support for participants with specific and special needs identified by the parties within the capacity of the RTO;
- Issue results and a Qualification or Statement of Attainment/s upon satisfactory completion of the course requirements (if applicable);
- provide a fair and reasonable complaints and assessment appeal process;
- seek feedback on Hope Institute’s client services.

Acceptance of course enrolment and the terms and conditions forms the agreement by the participant:

Upon signing the course enrolment and making the first payment, the participant acknowledges their understanding of the agreement entered into with Hope Institute and agrees that:

- details provided on enrolment are correct and the participant warrants he/she is aware of and meets the entry requirements and has discussed special needs with the RTO;
- Course enrolment is complete when the 1st instalment is paid and the money is deposited in the Hope Institute account;
- the terms and conditions of enrolment are accepted including fees and refund policy;
- Hope Institute has the participant’s consent to undertake, if applicable, a credit check with the Credit Reference Association of Australia (where payment is by direct debit from a credit card);
- Hope Institute will provide the date for course commencement and this date will be known as the agreed course commencement date;
- Course duration is effective from the agreed

**definition: Commencement Date**

**Distance Learning:** For Distance Learning online induction date will be considered as the course “Commencement date”.

**Class Room:** First Class room, date of first class, which includes Induction, will be considered as the course “Commencement date”.

<table>
<thead>
<tr>
<th>Blended Delivery</th>
<th>Class Room Delivery</th>
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<tbody>
<tr>
<td>Cancellation or withdrawal request is received by the Hope Institute office prior to course commencement date</td>
<td>Cancellation or withdrawal request is received by the Hope Institute office prior to course commencement date</td>
</tr>
<tr>
<td>100% of the fees received from the client less enrolment and refund fee will be refunded. If the learning material is returned unopened no material fee will be charged otherwise a material fee of $89 will be charged.</td>
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</tr>
<tr>
<td>Cancellation or withdrawal request is received by the Hope Institute office within 7 days of the course commencement date and induction session - the “cooling off” period</td>
<td>No Refund is given after 7 days of the commencement date unless special circumstances apply.</td>
</tr>
<tr>
<td>If the cancellation or withdrawal request is received by the Hope Institute office within 7 days of the commencement date and student has attended only 1 class</td>
<td>If the student has attended more than 1 class</td>
</tr>
<tr>
<td>100% of the fees received from the client less enrolment and refund fee will be refunded.</td>
<td>No Refund is given unless special circumstances apply.</td>
</tr>
<tr>
<td>If the student has attended more than 1 class</td>
<td>Cancellation or withdrawal request is received by the Hope Institute office after the 7th day of the commencement date</td>
</tr>
<tr>
<td>100% of the fees received from the client less enrolment and refund fee will be refunded.</td>
<td>No Refund is given after 7th day of the commencement date unless special circumstances apply.</td>
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- You must submit notice of the intention and the request for a refund in writing.
- Evidence to support the request can be submitted.
- You must be up to date with course fees at the time of the request.
- The request will be assessed based on information provided and the progress through the course.
- If the request is successful, a refund administration fee is charged and deducted from the refund.
- A refund calculation letter is provided that explains the decision.
- Statements of Attainment for units completed and paid to date will be issued.

**Special circumstances for course refunds:**
Hope Institute has the discretion to approve refunds if the customer would be unreasonably disadvantaged if not granted a refund - for example: A customer meets with a serious misadventure, serious illness or hospitalisation (two week period minimum) supported by a medical certificate.

Special circumstances that have been discussed and agreed upon between the customer and the Managing Director. The following circumstances would not be accepted for a refund:
- Job change or retrenchment
- Change in work hours
- Inconvenience of travel to class.
- Moving interstate

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- the terms and conditions of enrolment are accepted including fees and refund policy;
- Hope Institute has the participant’s consent to undertake, if applicable, a credit check with the Credit Reference Association of Australia (where payment is by direct debit from a credit card);
- Hope Institute will provide the date for course commencement and this date will be known as the agreed course commencement date;
- Course duration is effective from the agreed
course commencement date;

- blended learning (distance mode) will be deemed to have commenced their course on the agreed commencement date;
- participants are responsible for their own attendance, progress and submission of work including assessments;
- participants will communicate with the trainer and administration if there are issues or barriers to completion of the course where Hope Institute may be able to help to support the participant;
- Hope Institute provides opportunities for feedback on its services and a complaints and assessment appeal process.

- An interview will assess the circumstances.
- The refund will be dependent upon the length of time they have been attending training and what competencies have been achieved.
- Where more than 50% of the course is completed, there will be no refund.
- The final decision is at the discretion of the Director.

**Confidentiality and privacy of information required for payment of fees**

Hope Institute will keep any information (including account details) in direct debit requests confidential. We will make reasonable efforts to keep any such information that we have about you secure and to ensure that any of our employees who have access to information about you do not make any unauthorised use, modification, reproduction or disclosure of that information. We will only disclose information that we have about you to the extent specifically required by law; or for the purposes of this agreement (including disclosing information in connection with any query or claim). Information provided by you is considered confidential and will not be divulged to any third party, unless required by law, nor will it be sold.