

## Costs, Refunds and Timelines

Please check the Spectrum website for current qualification costs. This policy took effect January 1<sup>st</sup>, 2018, and will be monitored regularly for any changes.

Beyond qualification fees, there are no additional costs for students if they successfully complete all requirements within the set timeframes.

<b>Payment Terms</b>	
Mandatory Student contribution fee (Funded Training)	Full amount due prior to start date
Full Fee Students	A non-refundable deposit of \$250 to be paid prior to start date
<b>Refund Amounts and Timelines</b>	
Refund minus 25% administration fee and non-refundable deposit – Full fee paying	Within 2 weeks of the qualification start date
Refund minus 25% administration fee – Trainees and funded places	Within 2 weeks of the qualification start date
<b>Refund Details</b>	
<p><b>Refunds incur an administration fee, except where a course has been cancelled by Spectrum.</b></p> <p><b>Qualifications Refunds</b> Depending on the circumstances, refunds (less a 25% administration charge) may be available for the first 2 weeks from the qualification start date, unless a traineeship or other funding attached. All withdrawals must be in writing. After that, point payments for training and assessment will only be refunded in exceptional circumstances. Students in exceptional circumstances can make application for special consideration to the Training and Compliance Coordinator, such as a Payment Plan. Payment Plans can be negotiated after the initial \$250 deposit is made.</p> <p><b>Where Funding or a Traineeship is Attached to a Qualification</b> Depending on the circumstances, refunds (less a 25% administration charge) may be available for the first 2 weeks after the qualification starts. All withdrawals must be in writing. After that, point payments for training and assessment will only be refunded in exceptional circumstances. Students in exceptional circumstances can make application for special consideration to the Training and Compliance Coordinator.</p>	
<b>Assessment Details</b>	
<p>Assessment costs are included in the qualification fees. An assessment cost only applies if a student if their assessment task has been marked Not Yet Competent after two resubmissions and they wish to redo the assessment.</p> <p>* Students must keep a copy of completed assessment tasks before sending them in</p> <p>* Students must ensure they only send in fully completed assessments, as incomplete assessments cannot be forwarded to the assessor</p>	

<b>Re-assessment Costs</b>	
Re-assessment after two NYC submission	\$100
<b>Assessment Timelines</b>	
Assessment resubmission (Assessor has marked assessment and additional work is required)	2 weeks to resubmit
Assessment not handed in - automatic withdrawal	6 months
<b>Certificate Details</b>	
<p>Certificate for qualifications or Statement of Attainments are included in the qualification fees unless a replacement is required. Certificates are only issued after all requirements are met and all fees have been paid. Where a student has completed their course and all fees have been paid Spectrum will issue a Certificate or Statement of Attainment within 20 days of finalization of enrolment.</p> <p>Requests for replacement qualifications or statements of attainment must be in writing and addressed to the Training and Compliance Coordinator. Written requests must have:</p> <ul style="list-style-type: none"> <li>• Your full details including name, address, contact details and driver's license number</li> <li>• The title of the qualification or units of competency achieved</li> </ul> <p>The provision of the first replacement certificate is without cost, however additional replacements will attract a fee of \$50. All decisions regarding replacement certificates reside with the Training and Compliance Coordinator.</p>	
<b>Certificate Replacements</b>	
Replacement of Certificate or Statement of Attainment	\$50