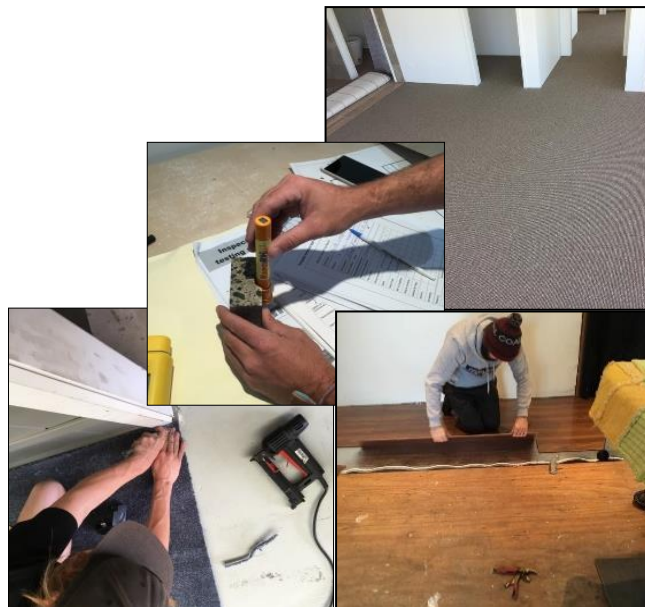


FLOORING TECHNOLOGY APPRENTICESHIPS

QUALIFICATION: MSF30822 CERTIFICATE III IN FLOORING TECHNOLOGY



Student Handbook

VICTORIA

CONTENTS

WELCOME	3
CODE OF PRACTICE	4
RECRUITMENT OF STUDENTS	5
TRAINING, ASSESSMENT AND REPORTING PROCEDURES	6
FLEXIBLE LEARNING AND ASSESSMENT PROCEDURES	7
ISSUE OF QUALIFICATIONS AND STATEMENT OF ATTAINMENTS	8
WHAT IF YOU HAVE A GRIEVANCE OR AN APPEAL?	8
DISCIPLINARY PROCEDURES	9
WILL YOU HAVE ACCESS TO FACILITIES AND EQUIPMENT?	9
WHAT ARE THE FEES AND REFUND POLICY?	10
WHAT WILL THE TRAINING OFFER YOU?	13
Packaging for each specialisation	13
Group A: Carpet.....	14
Group B: Resilient.....	14
Group C: Resin - not being offered at present by TFIA.....	15
Group D: Timber	15
Group E	15
APPENDIX I.....	16
APPENDIX 2.....	18

WELCOME

Dear Student,

TFIA Business Services, our team of dedicated Trainers/Assessors and administration staff would like to take this opportunity to welcome you.

TFIA Business Services dedicated training professionals who have the appropriate experience and qualifications will deliver quality training to you with care and understanding. Some training will take place in a classroom setting but most of the training will take place whilst you are working.

As a learner we will take in to account your extensive experience and will look at skills that you have gained through education, work and life. You may be eligible to apply for Recognition of Prior Learning, which means you will not have to undertake all training if you are already competent in certain skills. You may also have completed training elsewhere and may be eligible for a credit transfer.

If you have completed training elsewhere a certified copy of your certificate/statement of attainment should be submitted to TFIA Business Services prior to commence of training. Programs are designed and developed with innovation and vision – providing access and equity throughout.

Upon completing your training program, you will be issued a nationally accredited qualification or statement of attainment that is transportable across Australia. The skills you learn through this program can be transferred to many other areas within your industry and throughout other industries.

As stated in the training package, the MSF30822 Certificate III in Flooring Technology reflects vocational outcomes for those performing flooring job roles including safe handling of materials in a defined range of skilled operations, usually within a range of broader related activities involving known routines, methods and procedures, where some discretion and judgment is required in the selection of equipment, services or contingency measure and within known time constraints.

TFIA Business Services has sound management practices to ensure effective client service. If you require further information, you should seek clarification through your trainers or contact our office directly on mobile: 0409 365 899 or email us at dmorris@tfia.com.au

We all wish you well in your endeavours.

CODE OF PRACTICE

TFIA Business Services was established in 1995 to provide a range of nationally accredited training. TFIA Business Services is a Registered Training Organisation (RTO) with principal registration in Victoria and has mutual recognition in all other states.

TFIA Business Services has agreed to operate within the Australian Quality Framework (AQF) and observes the Conditions of Registration for Private Providers of Vocational Education and Training as determined by the National VET Regulator, Australian Skills Quality Authority (ASQA).

In accordance with the requirements of the AQF, TFIA Business Services maintains policies and management practices that will ensure professional standards in the marketing and delivery of training services, and which safeguard the interests and welfare of its clients.

TFIA Business Services will meet all legislative requirements of Commonwealth, State and Territory Governments.

We have a commitment to providing quality service and focus on continuous improvement. We value feedback from our clients, staff and other stakeholders.

Our client service policies include a fair and equitable refund policy, grievance and appeal policy, access and equity policy and student support and guidance service. Please refer to

Where necessary, arrangements will be made for those students requiring literacy and/or numeracy support programs. We will take every opportunity to ensure the student's learning experience is an enjoyable and rewarding one.

TFIA Business Services takes pride in its record of achievement and is committed to maintaining the highest professional standards of its trainers/assessors, and the quality of the training.

Our student information will ensure that all fees and charges are known to students before enrolment, that course content and assessment procedures are explained and that vocational outcomes are outlined.

TFIA Business Services has policies and procedures which ensure sound financial and administrative practices. TFIA Business Services has adequate insurance policies.

TFIA Business Services will honor all guarantees outlined in this Code of Practice.

RECRUITMENT OF STUDENTS

Recruitment of students will at all times be conducted in an ethical and responsible manner and consistent with any pre-requisites stated in the course/training package outlines.

Appropriately qualified staff will assess each applicant to ensure their suitability and capacity to benefit from the course concerned.

The student application and selection criteria will be explicit and defensible, and comply with equal opportunity legislation.

TFIA Business Services delivers this qualification as an apprenticeship under the Skills First Program in Victoria, the User Choice funding in Northern Territory and under the User Choice funding in Tasmania.

If you do not meet the criteria for eligibility for a government subsidised place you may elect to undertake the course as a full fee-paying student.

Proof of Eligibility

You may be eligible for a government-subsidised place in a vocational training course.

Please refer to the attached document on “Determining student eligibility for training entitlement and other subsidised training in Tasmania.

Enrolment and Selection process

TFIA Business Services has either been contacted by or contacted your Company to discuss training. Your employer has selected you as a candidate for training. Your employer has made a commitment to provide you with time to participate in the training program and will support your training whilst on the job. Your employer has been notified of the procedures for the training of apprentices.

So what happens next?

1. A TFIA Business Services staff member will contact you to discuss the training program requirements with you. You will be asked to complete an enrolment form providing us with some personal details including your employment and education history. These details are placed on a secured database. The details will only be used to produce an overall statistical report to the government at the completion of the training year. Your name and address will not be forwarded to anyone without your prior approval.
2. Prior to the commencement of training you will be required to complete a pre-training review and a language, literacy and numeracy (LL&N) assessment which will assist us in providing you with the most effective support throughout your training and assessment. You may browse the following links to seek additional assistance with any additional LL&N skills you may require:
<http://www.skills.tas.gov.au/apprenticeshipstraineeships/support>

3. You can request to be considered for Recognition of Prior Learning and Mutual Recognition (if you have completed some of the training with another provider). You will then be asked if you wish to apply for recognition. If so the procedure will further be explained
4. A training plan will be negotiated between you, your employer and the trainer. This training plan will outline how the training and assessment is to be conducted.
5. All three parties will be asked to sign the document. The training plan is then regularly reviewed and may be changed once all parties agree.
6. A training needs analysis may also be conducted at this stage. The training needs analysis is used to identify those skills you have already developed and those that may need some more development.
7. If during the time of your apprenticeship, there is a change to your employment you must inform TFIA Business Services. and the Australian Apprenticeship Support Network which discussed the contract between you and your employer immediately.

What is a unit of competency?

Units of Competency are statements of what a person needs to know and be able to do in the workforce, as determined by industry. They describe the knowledge and skills a person needs, to be competent in their job.

Your performance is assessed relative to your individual competencies, and not the performance of the group, or the time you spend in training.

TRAINING, ASSESSMENT AND REPORTING PROCEDURES

- A detailed training and assessment plan will be negotiated with you and your employer, if appropriate. The training plan will indicate the units of competency required to be completed (for both on and off-the-job components for apprenticeships), mode of delivery and assessment and time frames.
- Training will take place both on and off the job. In most cases, TFIA Business Services will deliver the off-the-job training in a classroom either in your company or in our training room. The on-the-job training will be conducted by your supervisor and the TFIA trainer.
- Assessment will involve a variety of methods and might include demonstration, observation, workplace projects, simulation tasks, and written or oral questions and answers. If you feel you are ready to be assessed in any particular area you should discuss this with your trainer. All written assessment tasks are to be completed and returned to TFIA Business Services.
- TFIA Business Services records all your results on a secured database and provides the statistical information to the Victorian Government on an annual basis. This assists the government in planning for the future training and education needs of Victoria. Upon completion, you will be issued a Certificate that indicates all the units you have completed.

- Student records are managed securely and confidentially and are available for trainee perusal on request. Student details will not be issued to third parties without the written approval of the student in question. A written request may be made to TFIA Business Services if you wish to review your progress during your training.
- At any time you may request to see the Training Package of the qualification you are enrolled in. Contact TFIA Business Services if you wish to review the Training Package.

FLEXIBLE LEARNING AND ASSESSMENT PROCEDURES

- TFIA Business Services is committed to delivery training and assessment that is flexible and meets the needs of all students. If students are unable to attend organised sessions, then you should contact your trainer to discuss other options for continuing with your training. This may include the distribution of notes and or workbooks, or discussions via the internet and or email.
- Assessment procedures are designed to meet the needs of both the students and the training package requirements. In order to offer flexibility in assessment, TFIA Business Services may offer you the opportunity to complete workplace projects with mentors, simulated assessments, projects and on-the-job assessments.
- Remember to discuss any training and assessment issues with your trainer/assessor, as we are here to support you through this process.

What is Recognition of Prior Learning (RPL)/Recognition of Current Competencies (RCC)

You do not have to be trained in skills you already have. RPL/RCC means that if you think you already have the skills described in the learning outcomes and the competencies, you can ask to be assessed prior to any training commencing. Contact your trainer/assessor for an application kit and further information.

What is Mutual Recognition

If you were previously enrolled in the same qualification with another training provider you should provide us with a copy of your results. If you were deemed competent in any units you will not have to repeat them. TFIA Business Services will transfer your credits.

Access and Equity Policy

TFIA Business Services wishes to ensure all individuals could fulfil their aspirations to participate in and contribute more productively to industry and the community irrespective of gender, culture, age, location or whether they have a disability or disadvantage.

- TFIA Business Services values diversity and believes that diversity makes training and assessment more appealing.
- TFIA Business Services will endeavour to meet the needs of individual students through the integration of access and equity guidelines. Equity principles are implemented

through the fair allocation of resources and the right to equality of opportunity without discrimination.

- Access and equity issues are considered during program and resource development. This includes considering Language Literacy & Numeracy (LL & N) needs and providing alternative resources to written communications. Resources will also reflect the cultural diversity of the community. For instance, case studies used will reflect contemporary Australia. Training facilities are provided to ensure ease of access by all.
- A non-discriminatory student selection procedure is in place that encourages fair access for members of underrepresented groups.
- Students will have a variety of opportunities for demonstrating how they meet competencies. Assessment activities may include: written tasks, oral questioning, demonstration, and assessment by approved supervisors in remote regions.
- Students will have the option to extend or suspend their training if required.
- TFIA Business Services will endeavor to provide appropriate support and assistance to individuals to ensure they can access services and achieve their learning objectives. To the best of our ability TFIA Business Services will endeavor to remove impediments that inhibit access in areas such as selection, timetables, marketing, and student support.

ISSUE OF QUALIFICATIONS AND STATEMENT OF ATTAINMENTS

On successful completion of the full course and the required units a certificate of completion will be issued to you listing the units of competency you have completed on the reverse.

If you withdraw from your training a statement of attainment will be issued to you for the units successfully completed.

WHAT IF YOU HAVE A GRIEVANCE OR AN APPEAL?

1. Students are directed in the first instance to discuss any grievances with their trainer/assessor. The trainer/assessor must notify the CEO of all grievances received and outcomes. If the client feels they cannot either approach the trainer/assessor with their grievance or feel the issue has not been satisfactorily resolved they should be directed to the CEO to have the issue resolved.
2. Student complaints, grievances and appeals are to be directed to the CEO of TFIA Business Services.
3. Each complaint, grievance, appeal and its outcome is recorded in writing, and filed for follow-up or future reference.
4. In the event of an appeal, it must first be heard by the CEO of TFIA Business Services and if not resolved a third and independent party will be called in to determine the outcome of the appeal.

5. Each appellant will be given the opportunity to present his or her case and will be invited to bring along any support required to ensure the process is dealt with in the most appropriate and non-threatening manner.

Once the appeal has been completed a written statement of the appeal outcomes will be forwarded to the appellant. The outcome will be supported by reasons for coming to that decision. A copy of the written statement will be retained on file.

Attached to this booklet as Appendix I is a Grievances, Complains and Appeals form which should be completed and posted or faxed to TFIA Business Services.

DISCIPLINARY PROCEDURES

TFIA Business Services is committed to ensuring that all students and staff are treated with respect and have equal access to services and support.

If a student displays inappropriate behaviour then a counseling session will be conducted and if appropriate the employer will be notified. A plan for behaviour improvement will be negotiated. If the inappropriate behaviour continues the student may be excluded from further attendance.

In appropriate behaviour may include:

- A disregard for the Health and Safety of students and staff.
- Affected by the intake of drugs and alcohol
- A display of discrimination and lack of tolerance towards other students and staff.
- Refusing to participate in group activities and or other training and assessment tasks.

WILL YOU HAVE ACCESS TO FACILITIES AND EQUIPMENT?

Most of your training will be conducted in your workplace, either whilst working or in a workshop setting. For practical training, you will have access to your workplace machines and equipment. For theory-based training, you may need to work in a workshop setting with your colleagues and have access to learning resources and materials. Your employer should have available on-site all tools and equipment to assist with the on-the-job training component. Our trade assessor will coordinate the delivery of training and assessment with your employer and your workplace supervisor.

Will you have access to support services?

Training is easier if you have a mentor or a training supervisor whilst you are training on the job. This is a person you can ask for help when you don't understand something, or need to be shown something. Your trainer is there to assist you along with your workplace supervisor and mentor. If you are having difficulty with the training, speak to your trainer or contact the CEO at TFIA Business Services.

WHAT ARE THE FEES AND REFUND POLICY?

An annual enrolment fee is applicable for all apprenticeships. You and your employer will be informed of the details of the fees applicable for your training. This information is sent to prior to the commencement of training. program. In most cases, the fee will be charged directly to your employer and in other cases, you may be asked to pay.

Refunds

If a student withdraws, by written notice, from government-funded training or further education at any time **up until 4 weeks** after the scheduled commencement date of the course with TFIA, TFIA Business Services Pty. Ltd. will refund the tuition fees paid in respect of the enrolment in excess of the minimum fee, paid by or on behalf of the student.

If a student gives written notice to TFIA Business Services Pty. Ltd. at any time **up until 4 weeks** after the scheduled commencement date of the course to withdraw from the course to take up a place at another education institution and withdraws from the course within 4 weeks of the commencement date of the course in that course to take up such a place, the TFIA Business Services Pty. Ltd. will refund the full tuition fee paid by or on behalf of the student.

If a government-funded course is cancelled by TFIA Business Services Pty. Ltd. at any time during the period of the student's enrolment, then TFIA Business Services. will refund the full tuition fee, the pro-rata portion of any compulsory non-academic fee, subscription or charge and any other fees for materials that have not been used in the course prior to the date of cancellation.

If a student withdraws from only part of a course or if only part of the course is cancelled, TFIA Business Services will refund the portion of the tuition fee and materials fee applicable to that part of the course.

If a student does not undertake tuition in part of a government-funded course because of recognised prior learning in respect of that part of the course, then TFIA Business Services will refund an amount equal to the difference between:

- the tuition fee which has been paid; and
- the tuition fee applicable in accordance with these conditions in respect of the aggregate of the enrolled subject hours for that part of the course in which the student has undertaken or will undertake tuition in that calendar year.

Nothing in the preceding clauses prevents TFIA Business Services from granting refunds in other circumstances or of greater amounts as it sees fit.

TFIA Business Services is committed to meeting the requirements of relevant Commonwealth, State or Territory legislation and have developed a range of policies and procedures to ensure compliance. If you would like further information on this issue please contact your trainer or our office.

LINKS

The following Links will give you further information on Vocational Education and Training and the qualification being delivered by TFIA Business Services and other Services accessible by you:

- Australian Qualifications Framework: <http://www.aqf.edu.au/> • Australian Skills Quality Authority: <http://www.asqa.gov.au>
- Skills Victoria: <http://www.skills.vic.gov.au/>
- Department of Education and Training, <http://www.education.vic.gov.au/training/learners/Pages/default.aspx>
- Victorian Registration & Qualifications Authority <https://www.vrqa.vic.gov.au/apprenticeships/Pages/Apprenticeshipsandtraineeships.aspx>
- Training.gov.au has been developed for experienced Vocational Education and Training (VET) sector users. For members of the public seeking study options and opportunities in VET, please visit the My Skills website.
- Training.gov.au is the official National Register on VET in Australia and is the authoritative source of information on training packages, qualifications, accredited courses, units of competency, skill sets and Registered Training Organisations. For information about training.gov.au, please visit the about page. <http://training.gov.au/Home/Tga>
- Australian Apprenticeship Support Network: <https://www.australianapprenticeships.gov.au/about-aasn>
- Worksafe Victoria: <https://www.worksafe.vic.gov.au/safety>

To assist with completion of your assessment tasks the following Australian Standards must be purchased as a reference guide for flooring installation.

- ❖ Textile floor coverings — Installation practice Part 1: General AS/NZS 2455.1:2019
- ❖ Textile floor coverings - Installation practice – Part 2: Carpet tiles AS 2455.2:2019
- ❖ Australian Standard AS 1884-2021 Floor coverings - Resilient sheet and tiles - Installation practices

The above standards can be purchased from Standards Australia or the following website: www.saiglobal.com/online/

National Qualifications

The national vocational training system is designed to allow people to learn and be trained while on the job. The training you are doing will give you a qualification that is recognised across Australia.

The training also gives you the opportunity to make a career path, and progress to higher qualification levels. The various levels of qualifications in Australia are shown in the table below. The level at which you are being trained has been shaded.

School qualifications	Vocational qualifications	Higher education qualifications
		Doctoral Degree
		Master's Degree
		Graduate Diploma
		Graduate Certificate
		Bachelor Degree
	Advanced Diploma	Advanced Diploma
	Diploma	Diploma
	Certificate IV	
	Certificate III	
Senior secondary certificate	Certificate II	
	Certificate I	

The qualification that you are being trained for is called MSF30822 Certificate III in Flooring Technology

WHAT WILL THE TRAINING OFFER YOU?

MSF30822 Certificate III in Flooring Technology

Qualification Description

This qualification reflects the role of flooring technicians who install floors or flooring materials in residential or commercial premises. Floors and flooring materials may be carpet, timber, vinyl, resilient, resin or concrete. Flooring technicians use a range of technical knowledge to perform skilled work involving known routines, methods, and procedures. They use discretion and judgement to adapt and transfer their skills and knowledge to different job needs and take responsibility for their own work.

In some states and territories, there may be licensing requirements for the installation of timber floors, resin floors and/or polished concrete in some jurisdictions. Other licensing or regulatory requirements may apply to the use of some units in this qualification in some jurisdictions. Local regulations should be checked for details.

Entry Requirements

There are no entry requirements for this qualification.

Packaging Rules

A total of 24 units must be achieved comprising:

- 12 core units
- 12 elective units, consisting of:
 - at least 6 units in any combination from A, B, C, D or E
 - up to 6 units from Groups A, B, C, D, E, F or any endorsed Training Package or accredited course – these units must be relevant to the work outcome, and if imported from other Training Packages, must be units first packaged in a Certificate III level qualification or higher.

Units selected from other Training Packages and accredited courses must not duplicate units available within this qualification.

Any combination of electives that meets the rules above can be selected for the award of the Certificate III in Flooring Technology. Where appropriate, electives may be packaged to provide a qualification with a specialisation.

Packaging for each specialisation

- At least 6 Group A electives must be selected for the award of MSF30822 Certificate III in Flooring Technology (Carpet).
- At least 6 Group B electives must be selected for the award of MSF30822 Certificate III in Flooring Technology (Resilient).
- All 7 Group C electives must be selected for the award of MSF30822 Certificate III in Flooring Technology (Resin).
- At least 8 Group D electives must be selected for the award of MSF30822 Certificate III in Flooring Technology (Timber).
- At least 6 Group E electives must be selected for the award of MSF30822 Certificate III in Flooring Technology (Polished concrete).

CORE UNITS

Unit code	Unit title
MSFFL2032	Select, prepare and apply moisture barriers to concrete subfloors
MSFFL2034	Prepare subfloors with cementitious coating applications
MSFFL3052	Plan and cost flooring technology work
MSFFL3102	Receive and prepare flooring materials
MSFFL3106	Establish and maintain safe flooring installation work areas
MSFFL3107	Assess flooring installation sites
MSFGN2001	Make measurements and calculations
MSFGN3005	Read and interpret work documents
MSMSUP102	Communicate in the workplace
MSMSUP106	Work in a team
MSMWHS200	Work safely
TLID0021	Store and handle dangerous goods and hazardous substances

ELECTIVE UNITS

Group A: Carpet

Unit code	Unit title
MSFFL3103	Install soft carpet underlays and grippers
MSFFL3104	Install unpatterned tufted carpet
MSFFL3109	Install carpet tiles
MSFFL3110	Install adhesive-fixed carpet
MSFFL3111	Install commercial carpet
MSFFL3112	Install patterned carpet
MSFFL3113	Install carpet on complex stairs
MSFFL3127	Install synthetic textile floor coverings in indoor and outdoor facilities

Group B: Resilient

Unit code	Unit title
MSFFL2038	Install lay flat vinyl floor coverings
MSFFL3066	Install linoleum floor coverings
MSFFL3068	Install resilient floor coverings using custom designs and decorative finishes
MSFFL3069	Install rubber floor coverings
MSFFL3071	Install anti-static and conductive resilient floor coverings
MSFFL3114	Install resilient tiles and planks
MSFFL3115	Install commercial sheet vinyl flooring
MSFFL3116	Install resilient sheet to walls

Group C: Resin

MSFFL2035	Mechanically prepare surfaces for installation of flooring materials
-----------	--

Group D: Timber

Unit code	Unit title
MSFFL2040	Install engineered timber flooring
MSFFL2042	Nail strip timber flooring
MSFFL2043	Install expansion joints
MSFFL2044	Install mouldings and edge trims to timber flooring
MSFFL2045	Coarse sand timber flooring
MSFFL3078	Install direct stick timber flooring
MSFFL3079	Adapt and apply custom designs to timber flooring
MSFFL3080	Install timber flooring materials to stairs
MSFFL3081	Install block parquetry flooring
MSFFL3082	Install cork tiles
MSFFL3089	Apply solvent-based coatings to timber flooring
MSFFL3090	Apply water-based coatings to timber flooring
MSFFL3092	Apply composite-based coatings to timber flooring
MSFFL3121	Apply emulsion wax and oil-based coatings to timber floors
MSFFL3122	Fine sand timber floors
MSFFL3123	Edge sand timber floors
MSFFL3124	Sand cork floors

Group E: Polished Concrete is not currently offered by TFIA

Group F: Other Electives

Unit code	Unit title
MSFFL2031	Remove existing floor coverings
MSFFL2033	Install hard underlays
MSFFL2041	Install impact and sound absorption underlay
MSFFL3055	Respond to complaints about flooring installations
MSFFL3105	Install laminate and hybrid vinyl flooring

3. If you are lodging an Assessment Appeal, please provide details of the Unit of Competency, location and type of assessment (practical, written, oral)

Student's signature: _____

Date: _____

Please forward the completed form to:

**TFIA Business Services
P. O. Box 23
Lynbrook VIC 3975**

Email: dmorris@tfia.com.au

APPENDIX 2

Request to review current records of participation and progress

Please refer to the Student Handbook given to you regarding Training, Assessment and Reporting Procedures.

Please submit this form and allow for 7 working days to process your request.

Given Name: _____ **Surname:** _____

Contact number: _____

Qualification: _____

Date of submission of this form: _____

Please provide details unit/s of competency to be reviewed.

Student's signature: _____

Date: _____

Please forward the completed form to:

**TFIA Business Services
P. O. Box 23
Lynbrook VIC 3975**

Email: dmorris@tfia.com.au

APPENDIX 3

Fees and charges/Refunds from 1st January 2024 to December 2024

Course Title	Indicative tuition fee per scheduled contact hour (Government subsidized)	Indicative scheduled hours for 2023	Indicative fee (Government Subsidised)	Indicative concession fee
MSF30822 Certificate III in Flooring Technology apprenticeship	\$3.50	341	\$1,194 (GST exempt)	\$239.00 (GST exempt)
School-based MSF30822 Certificate III in Flooring Technology apprenticeship	\$3.50	170	\$600	\$120 (GST exempt)

- **An annual fee towards training manuals/resources is applicable. This will be calculated based on the units of competency the student is enrolled in.**
- To avail the concession fee, we require a copy of your concession card to be mailed to TFIA Business Services, P. O. Box 23, Lynbrook VIC 3975 or emailed to: dmoris@tfia.com.au immediately.
- You will need to submit a copy of this card when the next annual enrolment fee is due. The annual enrolment fee is subject to change as per the Fees and Charges policy of Skills Victoria.
- An **annual non-tuition goods and services** fee for travel by the assessor to your site on the day of assessment:
 - a. to metropolitan Melbourne and surrounding suburbs \$250 plus GST
 - b. regional Victoria of \$350 plus GST
- **Refunds**
 If a student withdraws, by written notice, from government-funded training at any time **up until 4 weeks** after the scheduled commencement date of training the tuition fees paid in respect of the enrolment will be refunded after determining the administration and other incidental fees.

An appeal in writing must be submitted to TFIA Business Services within the four-week period if a refund is requested