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# FEES, CHARGES AND REFUNDS POLICY AND PROCEDURE

*Aligned to the Standards for Registered Training Organisations (RTOs) 2025*

## Policy Statement

The purpose of this policy is to ensure that accurate, accessible, and consistent information relating to fees, charges, payment terms, refunds, cancellations, and postponements is available to all prospective and current students to support informed decision-making, transparency, and learner protection.

## Scope

This policy applies to:

- All prospective and enrolled students
- Fee-for-service, employer-paid, and funded training arrangements
- All training and assessment services delivered by the RTO
- All staff involved in enrolment, invoicing, and financial administration

## Schedule of Fees and Charges

- A Schedule of Fees and Charges is maintained, reviewed at least annually, and published on the RTO's website.
- Fees may be updated at the discretion of the CEO.
- Any changes to fees will not affect students who have already commenced training unless otherwise agreed.

## Prepaid Fee Protection Measures

- The RTO does not require or accept prepaid fees more than the threshold (\$1500) specified under the Standards for RTOs 2025.
- As prepaid fees do not exceed this threshold, additional prepaid fee protection measures are not required.
- Employer-paid fees are not subject to prepaid fee protection limits and may be prepaid for multiple students.
- Should fee collection practices change, appropriate protection measures will be implemented in accordance with the Standards.

## Fees for Service

### Booking and Payment

- A deposit is required at the time of booking to secure a training date.
- The balance of course fees must be paid on or before commencement of the course, unless otherwise agreed in writing.
- All fees must be paid in full prior to course completion.
- Statements of Attainment will not be issued until payment has been received in full.

## Payment Methods

Payments may be made via:

- EFT
- Credit card (over the phone or on the day of training)
- Cash (where applicable)

Students experiencing financial hardship may discuss alternative payment arrangements with the CEO.

## Other Charges

- Replacement Statements of Attainment will incur a fee, as outlined in the Schedule of Fees and Charges.
- One Department of Transport (DoT) Practical Driving Assessment (PDA) attempt is included in the initial course fee.
- Additional training or assessment required will be charged according to the Schedule.
- Assessment-only programs are charged at the assessment-only rate.

## Refunds and Postponements

### Student-Initiated Cancellation

Refund eligibility is determined by notice provided:

- 5 or more working days' notice (in writing)  
→ **Refund of fees paid less a \$100 administration fee**
- Less than 5 working days' notice  
→ **No refund (full cancellation/no-show fee applies)**

No refund will be granted where a student:

- Commences training and discontinues without valid reason (remaining training hours and/or assessment will be forfeited)
- Fails to attend on the day of training without notice

### Postponement

- A student may postpone their course once only, provided cancellation is received no less than 5 working days prior to commencement.
- The postponed course must be confirmed and rebooked within three (3) months of the original booking date.
- If the course is not rebooked within this period, the booking will be forfeited and no refund applies.

### Deferred Assessments

- Where a student is advised to defer their assessment, the assessment is held in credit for up to three (3) months from the date of the last training session. The assessment is included in the course fee and cannot be claimed as a "part refund" if not undertaken.

### RTO-Initiated Changes

If the RTO:

- Cancels a course, or
- Moves the course to a time or location unsuitable to the student

The student will be offered:

- An alternative course date; or
- A full refund.

Where unforeseen circumstances require postponement, i.e., vehicle breakdown:

- The course will be rescheduled or held in credit for a mutually suitable time.

## RTO Closure or Cessation of Delivery

If the RTO ceases to operate or stops delivering a course:

- Students will be issued Statements of Attainment for completed units
- A refund will be provided for training not delivered
- Assistance will be provided to support enrolment with another RTO where possible

## Extenuating Circumstances

Refund requests due to extenuating circumstances (e.g. illness, relocation, legitimate work commitments) will be considered case-by-case by the CEO. Supporting documentation may be required.

## Refund Processing

- Approved refunds are processed within 7 working days of receipt of a completed refund request form.
- Refunds will not be processed without a completed form.

## Overdue Invoices and Debt Collection

- All invoices must be paid by the due date specified.
- Late payment may result in additional fees and/or interest.
- Invoices outstanding more than 30 days may be referred to a debt collection agency.
- All recovery costs incurred will be added to the outstanding balance.
- Continued non-payment may result in suspension of training services and cancellation of future bookings.

## Links to Related Systems, Processes or Documents

- Student Handbook
- RTO Website
- Enrolment Policy and Procedure
- Records Management Policy
- Issuance of AQF Certification Documentation Policy
- Assessment Policy and Procedure
- LMS Terms and Conditions
- Cancellation and No-Show Procedure

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| Version | Date       | Author             | Summary of Changes                                 |
|---------|------------|--------------------|----------------------------------------------------|
| 2026.2  | 20-04-2026 | Operations Manager | New policy aligned to the Standards for RTO's 2025 |

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