

# Fees & Refund

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## Purpose and Scope:

This document sets out the RTO's fair and equitable Fees & Refund Policy. A copy of this policy is available on the RTO's website or on request.

## Definitions:

### ***Fee***

An amount payable to the RTO or third-party provider of the RTO by the participant/client for training and assessment services.

### ***Refund***

An amount payable to the participant/client by the RTO or third-party provider in line with this policy.

### ***Additional Charge/s***

An additional amount payable by the participant/client to the RTO or third-party provider for services not included in the training fees. This may include, but is not limited to;

- Learning and support services
- Interpreter services
- Reprinting of certificates
- Postage & handling
- Extended training times which has been caused by late arrivals or other issues caused by the participant/client
- Cancellation charges
- Rescheduling charges
- Rebooking charges
- Transaction charges for processing refunds and other payments
- Travel/fuel charges

## **Public Course Fees & Refunds:**

An amount (fee) will be provided in writing or verbally to participants/clients prior to confirming enrollment in a selected training course. The quoted amount will be based on the details provided by the participant/client at the time of booking and may increase or decrease should training details change. The fee may be based on a per person charge or a group rate. The RTO or third-party provider acting on behalf of the RTO will make clear all applicable fees and additional charges prior to enrollment and booking. Unless otherwise agreed between the participant/client and the RTO or third-party acting on behalf of the RTO, the training fees are due at the time of booking.

No refunds are available for cancellations less than 7 days prior to training.

Cancellations, where more than 7 days' notice has been provided, will receive a refund of course fees less a \$10.00 processing charge.

A 25% rebooking charge will be automatically applied in the following situations:

- You cancel or reschedule your training for whatever reason with less than 24 hours notice
- You fail to attend your scheduled training
- You reschedule your training more than once giving 24 hours notice

In the event that the RTO or a third-party acting on behalf of the RTO is unable to provide the detailed training, you will be offered an alternative date with no penalty or a full refund of your course fees.

## **Workplace/Onsite Fees, Refunds and Charges:**

Fees for workplace/on-site training are based on the number of participants detailed at the time of booking. The final cost will be dependant on the number of participants who undertake training on the day. A minimum fee applies to all workplace/on-site training should the number of participants fall below our minimum. Changes to participant numbers should be communicated with the RTO or third-party provider acting on behalf of the RTO as soon as possible to ensure that the training can be re-quoted based on the new details. The RTO or third-party provider acting on behalf of the RTO will make clear all applicable fees and additional charges prior to enrollment and booking.

No charges apply to cancellations where more than 7 days' notice has been provided to the RTO or third-party provider acting on behalf of the RTO.

Cancellation of training within 7 days of training (but not less than 48 hours prior to training) will attract a \$200.00 cancellation charge.

Cancellation of training within 48 hours of training (including the day of training) will incur a cancellation charge of \$400.00

## **Records:**

All records related to this procedure are maintained as detailed in the Records Management Procedure.

- Tax invoice and/or receipt of payment inline with ATO requirements