

Policy and Procedure - RTO Refunds and Fees

Policy

Work & Training is committed to providing quality training and assessment in accordance with the Standards for Registered Training Organisations, 2025. Work & Training provides a clear outline for the protection of student fees which have been paid and received, including the guidelines for the refund of fees. It is the responsibility of the RTO Manager to ensure learners are fully informed of all costs associated with training, including fees, charges and cancellations, prior to enrolment.

Procedure

Students and clients will be made aware of all applicable fees and charges by providing documentation either electronically and/or hard copy. Work & Training uses the following method for communicating fees:

- course promotional material/s;
- website; and
- pre-enrolment interview;

Payment arrangements are aligned to courses and may vary depending upon factors such as course length and cost, method and location of delivery, student cohort, government contract guidelines, etc.

Students and/or their employers engaged in training that is funded by State or Commonwealth Government programs will be provided with this information prior to enrolment as well as any out-of-pocket expenses payable by the student that are not covered as part of the State or Federal Government training contract. These may be things such as training materials, re-issuance of Certificates and Statement of Attainment etc.

Trainees or their employer employed under a training contract may be required to pay fee-for-services if not eligible for State or Federal Government funding, or where a Government contract requires a co-contribution by the student and/or employer.

For any course which requires a fee payment in excess of \$1500, the student will be required to pay by instalment as per the course fee schedule. Work & Training does not accept any pre-paid fees in excess of \$1500.

Classroom-Based Training

Should a student need to cancel an enrolment, a full refund will be given if advice is received in writing at least 10 working days prior to commencement of the course. If the student cancels within 10 working days prior to the commencement of the course, fifty per cent (50%) of the total course cost fee will be refunded.

The full fee will apply to any subsequent cancellation or non-attendance on the course. The substitution of another student up to the start date is permitted. If the proposed student does not attend the course and they have not advised in writing before the commencement of the course start date, full payment for non-attendance still applies.

Work & Training reserves the right to cancel a course if circumstances necessitate. If the course is cancelled, we will advise all students and a full refund of paid fees will be made.

Employment-Based Training

Should a student need to cancel an enrolment, a full refund will be given if advice is received in writing at least 10 working days prior to commencement of the qualification.

If the student cancels after having commenced the qualification, full payment of the service fee applies.

Work & Training reserves the right to transfer a course to another RTO if circumstances necessitate, in this instance fees paid in advance will be refunded, minus the cost of delivery of the number of competencies that have been achieved.


If we accept a transfer of qualification from another RTO, a service fee will be charged.

Refunds must be requested in writing to the RTO Manager.

Refer to course flyers for current fees.

Re-Issue of a Certificate/Statement of Attainment

A request for re-issue of a Certificate/Statement of Attainment is to be directed to administration and each re-issue will be charged \$35 for a hard copy. No fee will be charged for an electronic re-issue of Certificate or Statement of Attainment.

Authorised by	Rodney Hayden, CEO	Date	13.11.24
Signature			

Revision Record

Date	Version	Revision Description
7.03.23	2023.01	Updated to current logo
23.02.24	2024.01	Updated name to Policy and Procedure – <i>RTO Refunds and Fees</i> . Added sections <i>Classroom-Based Training</i> , <i>Employment-Based Training</i> and <i>Re-Issue of a Certificate/Statement of Attainment</i> . Minor wording and formatting changes. Updated titles
13.11.24	2024.02	Minor formatting, updated titles, added CEO authorisation
03.06.25	2025.01	Updated titles, added reference to RTO Standards 2025