



Refund, Fees and Learner Suitability Policy

Purpose

The purpose of this policy is to confirm the RTO's commitment to providing clear, accurate and accessible information about fees, charges, refunds and credits, and to managing refund decisions consistently and fairly.

This policy sets the RTO's governance requirements for how fees and refund conditions are communicated prior to enrolment, how refund decisions are assessed and approved, and how outcomes are recorded, monitored and reviewed as part of the RTO's self-assurance and continuous improvement arrangements.

The RTO ensures that fees, refunds and learner financial arrangements are managed in accordance with the Standards for Registered Training Organisations 2025.

Overview

The RTO maintains a clear and consistent approach to fees, learner suitability, payment arrangements, refunds, credits and withdrawals to support informed enrolment decisions and fair treatment of learners. This policy explains the RTO's governance expectations for how fee and refund information is communicated before enrolment, how learner suitability and any course entry requirements are confirmed, and how refund and credit decisions are assessed, approved, communicated, recorded and monitored.

This policy supports transparency, consistency and compliance with the Standards for RTOs 2025, the RTO's Code of Practice, consumer protection requirements and, where training is subject to external licensing, regulatory or industry requirements, those requirements. Detailed operational steps, forms and processing instructions are contained in the Supporting Processes section at the back of this document.

Scope

This policy applies to fees paid by, or on behalf of, individual learners for training and assessment services delivered by the RTO. It also applies where an authorised third party collects fees on behalf of the RTO.

The scope of this policy includes:

- course fees and charges, including tuition, assessment, reassessment and any required materials or resources
- payment arrangements, deposits, credits, refunds and deferrals
- learner withdrawals or discontinuation of training
- course cancellations, rescheduling and unforeseen interruptions that affect delivery or assessment
- learner suitability requirements and any prerequisites relevant to the training product, including licensing, safety, physical capacity or other entry requirements where applicable.

Policy

Name of document:		Refund, Fees and Learner Suitability Policy
Version Number: 4.1		Location: Quality Area 2 – Learner Support and Protection
Reviewed: August 2026		Next review due: March 2027
RTO Number: 52959	Written by: Quality	Page 1 of 6

The Administration Manager or delegated responsible person manages fees, learner suitability, refunds and credits in a way that is transparent, fair and consistent. Where licensing authority requirements conflict with this policy, licensing requirements prevail.

The RTO will:

- provide learners with current fee information prior to enrolment, including course fees, deposits, payment requirements, reassessment fees and any additional costs, as outlined in the Fees and Charges Schedule and Unit Pricing and Resource Schedule
- confirm learner suitability before training commences to ensure the learner meets training product requirements and, where applicable, relevant regulatory, safety and licensing expectations
- manage refunds and credits fairly, consistently and with documented decision making
- process approved refunds and credits within 15 working days
- assess discretionary refunds under extenuating circumstances on a case by case basis by management, using supporting evidence where required
- maintain records of fees, refunds, credits, suitability checks and supporting documentation in accordance with the RTO's records management arrangements to support audit and compliance.

Prepaid Fee Protection

The RTO will not require or accept prepaid fees exceeding \$1,500 from, or on behalf of, an individual learner in relation to the same VET course.

Where the total course fee exceeds \$1,500, payments will be collected in stages. Payment arrangements will ensure that the amount held in advance for training or assessment services not yet provided does not exceed \$1,500 for an individual learner at any time.

This limit also applies where fees are collected by a third party on behalf of the RTO.

The RTO does not currently accept prepaid fees above the \$1,500 threshold and therefore does not use a bank guarantee, tuition assurance scheme or another fee-protection measure approved by the Council.

If the RTO proposes to accept prepaid fees above the threshold in the future, an arrangement permitted under Compliance Standard 18 will be implemented before those fees are accepted.

Invoices, payment plans and payment records will be monitored to ensure prepaid fees remain within the permitted threshold.

Learner Suitability Assessment

The RTO confirms learner suitability prior to enrolment or prior to training commencement, as applicable to the training product and delivery model. Suitability assessment includes confirming eligibility requirements, course entry requirements, safety requirements, support needs and any licensing, regulatory or industry prerequisites that apply to the training product.

Suitability checks may be completed by RTO administrative or training staff in accordance with RTO processes. Where a learner does not meet suitability requirements, the RTO will advise the learner promptly and the enrolment will not proceed until requirements are met.

Records of suitability assessments and supporting documentation are maintained securely in learner files in accordance with the RTO's records management arrangements.

Refunds and credits are managed in accordance with this policy and the supporting operational processes. The table below sets out RTO's standard refund and credit outcomes for common circumstances. Where management discretion applies, the decision and rationale must be documented and retained on the learner file, including any supporting evidence.

Name of document:		Refund, Fees and Learner Suitability Policy
Version Number: 4.1		Location: Quality Area 2 – Learner Support and Protection
Reviewed: August 2026		Next review due: March 2027
RTO Number: 52959	Written by: Quality	Page 2 of 6

Circumstance	Standard outcome type	Outcome detail
Written cancellation received 7 or more working days before course commencement	Refund	Refund of fees paid, less the applicable administration fee listed in the current Fees and Charges Schedule.
RTO cancels the course or changes the time or location in a way that is unsuitable to the learner	Refund or rebook	The learner may choose to transfer to a suitable alternative date or receive a refund of fees paid for services not provided.
Learner illness (medical certificate provided)	Refund or rebook	Full refund or credit, as agreed with the learner.
Extenuating circumstances	Refund or Rebook (Management discretion)	Assessed case by case. Refund or credit may be approved at management discretion based on evidence.
Learner withdraws or discontinues after course commencement	No refund (Rebook may apply)	No refund. Remaining hours may be credited at management discretion (where applicable).
Assessment deferral	Rebooking available within 3 months	Credit only. Credit valid for 3 months from the original booking date.
Reassessment	Fee applies	Reassessment fees apply. Refunds only considered in extenuating circumstances and by management discretion.
PPE or learning materials unused due to course cancellation	Refund or Replacement	Refund or replacement, depending on the circumstance and item condition.
Equipment, vehicle, plant or facility issue during training	Rebook	Credit or rebooking for affected training time only. Refunds are not issued where the RTO can reasonably reschedule the affected training or assessment. Credit valid for 3 months.

Refund Entitlements

Refunds are not granted automatically. Nothing in this policy limits a learner's rights under Australian Consumer Law.

A full refund of fees paid will be provided where the RTO:

- cancels the course; or
- changes the scheduled time or location and the alternative arrangement is unsuitable for the learner.

Where a learner provides written notice of cancellation at least seven working days before course commencement, the RTO will refund fees or deposits paid in advance, less the administration fee published in the current Fees and

Charges Schedule.

Refund requests relating to illness or extenuating circumstances, including serious illness or the death of an immediate family member, will be considered individually. Supporting documentation, such as a medical certificate, may be required.

Cancellation Process

Learners who wish to cancel or transfer their enrolment must notify the RTO in writing.

Where written cancellation is received at least seven working days before course commencement, the applicable refund will be processed less the administration fee published in the current Fees and Charges Schedule.

Where a learner cancels less than seven working days before course commencement, a refund will not normally be provided. The RTO may approve a refund, partial refund, credit or transfer where documented extenuating circumstances apply.

This section does not affect a learner's entitlement to a refund or other remedy under Australian Consumer Law.

Name of document:	Refund, Fees and Learner Suitability Policy	
Version Number: 4.1	Location: Quality Area 2 – Learner Support and Protection	
Reviewed: August 2026	Next review due: March 2027	
RTO Number: 52959	Written by: Quality	Page 3 of 6

Extenuating Circumstances

Refunds requested due to extenuating circumstances will be assessed on a case-by-case basis in line with RTO procedures. Supporting documentation may be required.

Discontinuing Training

Learners who discontinue training after commencement are not entitled to a refund. Requests to transfer remaining training time will be considered at the RTO's discretion where extenuating circumstances apply.

Deferrals of Assessments

Where learners defer their assessment, a credit ONLY will be issued. Refunds are not available for deferrals. Credits are valid for **three months** from the date of the initial booking.

Process of Refunds

All refunds will be processed within 15 working days of receipt of the written cancellation or withdrawal notice. Refunds are issued via bank transfer and may take 3–5 days to appear in the learner's account.

Unforeseen Delivery Interruptions

Mechanical interruption during a session

Where an unforeseen equipment, vehicle, plant or facility issue interrupts or prevents delivery, the RTO will offer the learner a suitable opportunity to complete the affected training or assessment. If the RTO cannot provide the remaining service within a reasonable and suitable timeframe, the learner may request a refund of fees paid for services not provided.

Resource unavailability preventing delivery

Where a scheduled course cannot proceed due to vehicle, plant, equipment or other required resource unavailability, the RTO will reschedule the booking or allow the learner to rebook at a suitable time, subject to RTO availability.

Rebooking timeframe and records

Rebooking under this section must occur within three months of the original booking date. Rebooking decisions and outcomes are documented and retained in accordance with the RTO's Record Management Systems Policy.

Name of document:	Refund, Fees and Learner Suitability Policy	
Version Number: 4.1	Location: Quality Area 2 – Learner Support and Protection	
Reviewed: August 2026	Next review due: March 2027	
RTO Number: 52959	Written by: Quality	Page 4 of 6

Roles and Responsibilities

CEO

- Maintains overall accountability for governance oversight of fees, refunds and learner suitability arrangements.
- Approves significant or discretionary decisions outside standard refund and rescheduling outcomes where required.
- Ensures systemic issues identified through refund trends, complaints, feedback or operational disruptions are addressed through continuous improvement processes.
- Ensures appropriate systems are in place to support transparent and fair learner financial arrangements.

Quality and Compliance Officer

- Monitors fees, refunds and learner suitability processes to ensure alignment with RTO policies, procedures and regulatory requirements.
- Reviews trends, risks, complaints, feedback and improvement opportunities relating to fees, refunds and learner suitability.
- Monitors actions arising from reviews, complaints, audits or compliance activities through continuous improvement processes.
- Provides compliance information and identified risks to the CEO.

Administration Manager

- Oversees operational management of fees, refunds and learner suitability processes.
- Ensures administrative processes support accurate fee information, refund processing, learner suitability checks and record management.
- Reviews escalated matters relating to suitability, refund decisions, payment issues or administrative concerns.
- Ensures decisions are documented, communicated and supported by appropriate records.

Administration Officer

- Provides learners with current fee, refund and learner suitability information prior to enrolment.
- Processes requests relating to withdrawals, rescheduling, refunds and fee adjustments in accordance with approved procedures.
- Supports learner suitability checks and maintains related documentation.
- Maintains accurate records of payments, requests, decisions, communications and supporting evidence.

Trainers and Assessors

- Report delivery disruptions, equipment issues or training concerns that may affect rescheduling or fee-related decisions.
- Support learner suitability decisions by identifying where a learner may require additional support or may not safely meet training requirements.
- Provide factual information to support management decisions where required.

All Staff

- Apply this policy consistently and escalate matters to the appropriate responsible person.
- Maintain confidentiality and secure handling of learner and financial information in accordance with RTO requirements.

Review

This policy is reviewed at least every two years and earlier where required. Triggers for early review include changes to the Standards for RTOs 2025 or regulatory guidance, changes to licensing, regulatory or industry requirements relevant to RTO delivery, changes to fee structures or delivery models, emerging trends in refunds or rescheduling, complaints and appeals outcomes, audit findings, or where continuous improvement activities identify systemic issues. Review outcomes are recorded and tracked through the Continuous Improvement Register.

Name of document:	Refund, Fees and Learner Suitability Policy	
Version Number: 4.1	Location: Quality Area 2 – Learner Support and Protection	
Reviewed: August 2026	Next review due: March 2027	
RTO Number: 52959	Written by: Quality	Page 5 of 6

Related Policies and Documents

The following related policies, procedures and forms support the implementation and compliance of this policy:

Policies and Documents

- Informing Protecting Learners Policy (Fees, charges and refund information)
- Code of Practice
- Complaints & Appeals Policy
- Record Management Systems Policy
- Regulatory Compliance & Governance Policy
- Continuous Improvement Policy
- Training Staff Policy

Associated Forms and Documents

- Enrolment Form / Agreement
- Refund Request Form (if used)
- Payment Records / Tax Invoices
- Course Booking Confirmation
- Continuous Improvement Register
- Complaints & Appeals Register

Name of document:		Refund, Fees and Learner Suitability Policy
Version Number: 4.1		Location: Quality Area 2 – Learner Support and Protection
Reviewed: August 2026		Next review due: March 2027
RTO Number: 52959	Written by: Quality	Page 6 of 6