



Fees, Charges and Refund Policy and Procedure

Policy

The purpose of the Prices, Charges and Refund Policy and Procedure is to guarantee that all students have access to accurate and understandable information about the RTO fees, charges, and refund payment structure (prospective and current).

The website of the RTO will have an up-to-date Schedule of Fees and Charges (at the discretion of the CEO). The CEO may decide to evaluate and update fees and charges on a yearly basis.

The RTO does not require fee protection, as described in Schedule 6 of the Standards for RTOs 2015, and does not anticipate students to pre-pay fees in excess of \$1500 (the pre-paid fee threshold level). The RTO does not require fee protection, as described in Schedule 6 of the Standards for RTOs 2015, and does not anticipate students to pre-pay fees in excess of \$1500 (the pre-paid fee threshold level).

The student must pay a deposit when making a reservation to reserve their training date, and the remaining balance must be paid at or before the start of the session. Any student may inquire about the return policy or view it on the website.

Procedure

1. Fees for Service:

- Before the start of the course, participants or their employers are required to pay the course fees. To reserve a training date, a deposit is required at the time of registration. The remaining balance is due at or before the start of the training.
- People in difficult situations can talk to the CEO about alternative payment plans.
- You can pay your fees with an EFT, a credit card (in person or over the phone), or cash on the spot.
- All fees, regardless of any earlier payment agreements, must be paid in full prior to the course's conclusion.
- The RTO will only provide Statements of Attainment (SoAs) following the completion of full payment.

2. Funded Courses:

- If government financing is acquired, the RTO will abide by any contract's fee and refund obligations.
- If Job Networking providers are expected to pay fees, these companies/providers must do so within 30 days of the invoice date.

3. Other Charges:

- There will be a fee for replacement Statements of Attainment (SoA).
- Replacement instruction materials will cost money, plus mailing (if applicable).
- The course fee includes one try on the DoT mandatory assessment (PDA). Any necessary further training or assessment(s) will be billed in accordance with the Schedule of Fees and Charges.
- If a student enrolls in the Assessment Just programme, only the assessment fee will be charged.

4. Refunds:

Refund for non-attendance or cancellation is determined on a sliding scale, depending on the amount of notice given as follows:

- If notice of cancellation or withdrawal is submitted in writing no later than five working days before to the start of the course, a full refund (minus a \$100 administration charge) will be given.
- If a cancellation or withdrawal is made fewer than five working days before the start of the course, no refund will be given.
- If a student starts training but does not finish the course, there will be no refund given, and the assessment will only be retained in credit for a maximum of three months.
- If the RTO postpones a course, individuals registered will be given the option of taking it at a later time or receiving a full refund.
- Due to unforeseen circumstances or any other reasons, the RTO has the right to cancel or reschedule courses.
- Current students will get a Statement of Achievement (SoA) for completed units, a refund for the portion of the course not completed/delivered, and assistance with enrollment into another RTO to finish their training course if the RTO closes or stops providing course(s).

Links to other systems, processes or documents:

- Schedule of Fees and Charges
- Student Handbook
- Website
- Assessment policy and procedure.
- Agenda/Minutes template

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