

Fees, Charges, Refund & Cancellation Policy

1. Policy Statement

AusQ Training will ensure that all customers and students are publicly aware of the fees and charges associated with enrolment in a course and / or service with AusQ Training, prior to enrolment. This policy is designed to be fair and equitable for the customer, student and RTO with its foundations in the timing of the withdrawal or cancellation and the surrounding circumstances. This policy provides the guidelines for the eligibility and assessment of refunds.

AusQ Training ensures the protection of all fees and aims to provide clear and accessible information to customers and students about fees and charges prior to and throughout their enrolment and / or other involvement with AusQ Training.

1.1 Purpose

AusQ Training is committed to providing quality training and assessment in accordance with the Standards for Registered Training Organisations (SRTOs 2025). The purpose of this policy is to ensure AusQ Training has a fair and equitable fee structure, refund process and cancellation policy.

1.2 Scope

This policy applies to all AusQ Training workers involved in applying, administering or communicating this policy, contractors, customers and students involved in, or affected by, fees, charges, refunds, cancellations and related training services.

2. Policy Principles

The following principles underpin this policy.

- a) Student fees are set by AusQ Training Director/s and reviewed on an annual basis. The indicative student fees are made available to prospective students through AusQ Training website www.ausqtraining.com.au or via written proposal or quotation.
- b) Details of AusQ Training Fees, Charges, Refund & Cancellation Policy and all changes and current fees will be published via the website.
- c) This policy and all associated fees are published on the AusQ Training website and made available prior to enrolment.
- d) Refund requests will be reviewed and approved in accordance with this policy, within five (5) working days of the request being received. Payment of approved refunds will be made as soon as possible and within ten (10) working days of the refund request being approved.
- e) Written notification of withdrawal from a course must be provided by the customer and / or student to apply for a refund for a course. This may be via letter or email.
- f) There is no refund to participants who do not obtain their qualification after assessment.
- g) There is no refund for recognition of prior learning assessments after enrolment, where recognition resources and services have been supplied to the customer.
- h) AusQ Training does not accept liability for loss or damage suffered in the event of withdrawal from a course by a customer.
- i) AusQ Training provides a full refund to all customers, should there be a need for AusQ Training to cancel a course. In the first instance AusQ Training will (where possible) provide an opportunity for the customer to transfer at no extra charge and attend another scheduled course.
- j) If AusQ Training cancels a course, customers do not have to apply for a refund, AusQ Training will process the refunds automatically or transfer funds to another future course. In this event, the customer and / or student will be given a choice to select their preferred option. Refunds for cancellation of enrolments are granted in accordance with the Cancellation Fees Table (Table 1 shown below).

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- k) Where there are any changes to the agreed services, the RTO advises the learner as soon as practicable, including in relation to any new third party agreements or a change in ownership or changes to existing third party agreements.
- l) Nothing in this policy is intended to exclude, restrict or modify any rights or remedies available to students or customers under the Australian Consumer Law or any other applicable legislation.

2.1 Fees

- a) All course fees will be advertised via www.ausqtraining.com.au and charged accordingly upon receiving an enrolment.
- b) Course fees are subject to change and all changes will be published via the AusQ Training website.
- c) Customers and / or students who require specialised group and / or custom training will be provided details of fees in writing.
- d) Acceptance of these fees must be received in writing (or through the completion of an enrolment which outlines the fees) from the customer and / or student.
- e) All course fees are inclusive of all mandatory training and assessment costs, except where optional extras apply.
- f) Where a course is subject to a funding or subsidy arrangement such as Construction Training Fund (CTF), AusQ Training will clearly disclose the total course cost, the amount covered by the funding or subsidy and any out of pocket costs prior to enrolment.

2.2 Protection of Fees Paid in Advance

- a) AusQ Training is committed to protecting fees paid in advance by students and ensuring compliance with the Registration Standards 2025.
- b) For individual learner enrolments:
 - i) AusQ Training will not require a learner to pay more than \$1,500 in prepaid fees attributable to services not yet delivered unless an approved prepaid fee protection mechanism is in place.
 - ii) Payments made by an employer, sponsor or third party on behalf of a learner will be included when calculating prepaid fees held for that learner.
 - iii) AusQ Training monitors prepaid fees to ensure compliance with applicable legislative and regulatory requirements.
- c) Where AusQ Training is unable to deliver training and assessment services for any reason, students will be offered one of the following options:
 - i) transfer to an alternative course where available and agreed by the student; or
 - ii) a refund of fees paid for services not yet delivered.
 - iii) Any refund will be calculated based on the value of training and assessment already provided and the value of services remaining undelivered.
- d) All fees paid in advance for a student who has not commenced training with AusQ Training will be returned in accordance with our policy. Fees paid in advance or also known as 'Prepaid fees' means fees collected before the relevant services are provided.
- e) AusQ Training will not accept payment of more than \$1500 from each individual student prior to the commencement of the course.
- f) Following course commencement, AusQ Training may require payment of additional fees in advance from the learner, but only such that, at any given time, the total amount required to be paid which is attributable to training or other services yet to be delivered to the learner does not exceed \$1500.

2.3 Pre Enrolment Fee Information

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- a) Before a student enrolls and/or becomes financially committed to training, AusQ Training will ensure the student is provided with clear, accurate and current information regarding:
 - (i) course fees and charges;
 - (ii) payment terms and schedules;
 - (iii) refund and cancellation conditions;
 - (iv) transfer arrangements;
 - (v) applicable funding or subsidy arrangements;
 - (vi) any administrative fees;
 - (vii) possible reassessment or reissue fees;
 - (viii) student rights under the Complaints and Appeals Policy; and
 - (ix) any additional costs associated with the training product.
- b) Evidence that this information has been provided will be retained within the student record.

2.4 Terms & Payment of Fees

- a) Fees can be paid by credit card (Visa or Mastercard), online secure payment gateway Pin Payments, direct deposit EFT or by invoice (for approved credit account holders only).
- b) Credit card payments can be made over the phone.
- c) AQF certification documentation will not be issued until all fees due and payable have been finalised.
- d) All payments will be acknowledged by a tax invoice or payment receipt.

For approved credit account holders only:

- a) AusQ Training requires a Purchase Order number/s, or written confirmation of intent to enrol individual students into a course and / or book group or customised training. Upon receipt of this, an invoice is generated for the student fees. We do not collect more than \$1,500 per learner in prepaid fees.
- b) In any event the student fee is more than \$1500, any remaining amount will be invoiced at the commencement of training.
- c) Fees are to be paid within the agreed terms as outlined on the signed Credit Application Form.

For group bookings only:

- a) AusQ Training requires a Purchase Order number/s, or written confirmation of intent to proceed with a group booking as per the written proposal quote supplied. Upon receipt of this and once dates are advised, a deposit invoice of at least \$1500 will be issued.
- b) For group bookings, AusQ Training may require a deposit to secure training dates, allocate trainers, reserve resources and commit scheduling capacity. Once a booking has been confirmed, AusQ Training may decline other training opportunities for the reserved dates and commit workforce and operational resources to the booking.
- c) Where a customer cancels a confirmed group booking, AusQ Training reserves the right to retain all or part of the deposit to recover reasonable costs incurred and losses arising from the reserved training capacity and scheduling commitments made specifically for the booking.
- d) Any refund will be assessed in accordance with this policy, the circumstances of the cancellation and applicable Australian Consumer Law.
- e) The remaining amount is then invoiced in accordance with the supplied written proposal quote or for account holders as outlined on the signed Credit Application Form.

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2.5 Issuance of Qualifications

- a) Upon completion of a course and once all fees have been paid, the relevant printed AQF certification documentation will be issued and sent to the registered address provided upon enrolment within 30 days in accordance with Standards for RTOs 2025.
- b) AusQ Training reserves the right to withhold the issuing of AQF certification documents until all fees have been paid.

2.6 Late Payments

- a) Where a customer and/or student is more than thirty (30) days overdue with payments, AusQ Training reserves the right to suspend training services until payment is made to bring fees up to date.
- b) Customers and / or students who are experiencing difficulty in paying their fees are invited to call our office to make alternative arrangements for payment during their period of difficulty.
- c) For any long-term outstanding amounts, AusQ Training utilises the services of a debt recovery agency to ensure the collection of all fees.
- d) Any customer or student experiencing financial hardship are encouraged to contact us as soon as possible. Payment plans or deferrals may be available at the discretion of AusQ Training.

2.7 Notice of Withdrawal or Cancellation

- a) Students and/or customers wishing to withdraw, transfer or cancel an enrolment must provide written notice to AusQ Training.
- b) Notification must be submitted via;
 - (i) email to enrol@ausqtraining.com.au; or
 - (ii) another method approved by AusQ Training.
- c) The effective date of withdrawal or cancellation will be the date written notification is received.
- d) Where appropriate, AusQ Training may discuss alternative options with the student including:
 - (i) transfer to another training date;
 - (ii) enrolment deferral;
 - (iii) additional learner support; or
 - (iv) a payment arrangement.
- e) The scale of refund is determined by the amount of notice given.
- f) Bank and/or processing fees will be deducted from refunds for card and EFT payments.

2.8 Withdrawal From Enrolment Once Participation Has Commenced

- a) Where a student withdraws after training has commenced, refund eligibility will be assessed on a case-by-case basis. When determining refund eligibility AusQ Training may consider:
 - (i) training and assessment already delivered;
 - (ii) resources already supplied;
 - (iii) administration costs incurred;
 - (iv) the student's circumstances;
 - (v) evidence supporting exceptional circumstances; and
 - (vi) obligations under Australian Consumer Law.
- b) Exceptional circumstances may include:
 - (i) serious illness;

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- (ii) injury;
 - (iii) family bereavement;
 - (iv) natural disaster;
 - (v) significant financial hardship;
 - (vi) domestic violence;
 - (vii) other circumstances considered reasonable by AusQ Training.
- c) Where appropriate, AusQ Training may allow:
- (i) a partial refund;
 - (ii) transfer to an alternative course date;
 - (iii) learning deferral; or
 - (iv) credit towards future training.
- d) However, should students wish to finalise incomplete competencies by attending a future course or completing assessment tasks, the original fee payment can be used as a credit towards that course within three (3) months of the initial enrolment.
- e) AusQ Training will not be obliged under any circumstances to extend the period of a learner's enrolment if the student has not completed the course in the allocated time. Once the allocated time for a given course has ended the student will no longer be able to participate.
- f) Should a student contact AusQ Training prior to the scheduled completion date of their relevant course time, citing the reasons why they cannot complete the course on time, AusQ Training may, at its discretion allow a small extension of time.
- g) Official notification of withdrawal from a course must occur in accordance with Clause **2.7 Notice of Withdrawal or Cancellation**.
- h) Support will be offered to the student at this point as required. Students may be offered the option of a deferral of course if it is a suitable alternative to complete withdrawal.
- i) On receipt of the notice of withdrawal the RTO Manager will assess the application and decide whether or not a refund is due. The student will be advised accordingly and without delay of this outcome and a refund provided where appropriate.

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2.9 Cancellation Fees

a) Refunds for enrolments in courses will be calculated in accordance with the following table:

Circumstance	Refund Outcome
AusQ Training cancels training	100% refund of undiscounted fees paid for services not delivered or transfer to another course
Student withdraws 5 or more working days before commencement date	100% refund
Student withdraws less than 5 working days before commencement date	Transfer opportunity or otherwise no refund unless exceptional circumstances apply
Student fails to attend without notice	No refund unless exceptional circumstances apply
Student withdraws after commencement	No refund will normally apply once training has commenced, however exceptional circumstances may be considered in accordance with Clause 2.8.
Student removed due to serious misconduct	Refund eligibility assessed based on training and assessment delivered and the circumstances of the case.
Student deemed Not Yet Competent	No refund for training and assessment already delivered
Duplicate payment or overpayment	100% refund of overpayment
Provider unable to complete training	Refund of undelivered services or alternative arrangement

Table 1 Cancellation Fee Table

b) Refunds and transfers will be administered in accordance with Table 1.

2.10 Refund Applications

- a) All refund requests must:
- (i) be submitted in writing;
 - (ii) provide sufficient supporting information;
 - (iii) be assessed consistently and fairly;

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- (iv) be recorded within AusQ Training's student management system.
 - (v) be approved by the Director/s or RTO Manager before processing.
- b) Refund decisions will normally be finalised within five (5) working days and then refund payments within ten (10) business days of receipt of all required information.
- c) Students will be advised in writing of:
- (i) the decision;
 - (ii) the reasons for the decision; and
 - (iii) the amount of any approved refund.
 - (iv) Approved refunds will be paid to the original payer wherever practicable.
 - (v) Where payment processing fees have been incurred by AusQ Training through third-party payment providers, these fees may be deducted from approved refunds where permitted by law. Any such deductions will be limited to the actual transaction fees incurred by AusQ Training. This does not affect a student's rights under Australian Consumer Law.

2.11 Review of Refund Decisions

- a) Where a student is dissatisfied with a refund decision, they may request an internal review. The review request must:
- (i) be submitted within twenty (20) business days;
 - (ii) identify the grounds for review; and
 - (iii) include any supporting documentation.
- b) The review will be conducted by a person not involved in the original decision wherever practicable.
- c) Students who remain dissatisfied may lodge a complaint or appeal under the Complaints and Appeals Policy. Participation in the complaints or appeals process will not disadvantage the student.

2.12 Construction Training Fund

- a) The Construction Training Fund provides funding support for training of eligible workers in the construction industry. We acknowledge the support of the Construction Training Fund in reducing the costs of training for eligible workers.
- b) CTF have approved and recognised AusQ Training as an approved RTO and bulk biller, which enables us to assess students' eligibility and offer upfront subsidies of up to 80% of the cost.
- c) To determine the eligibility of a student, they will be required to provide details of a construction work history and employment details by completing a CTF form. Once eligibility is established, we will invoice the student or employer the cost of the course, less the subsidy approved by CTF. AusQ Training, the bulk biller will then claim the difference from CTF, when the student has successfully completed and paid for the training course.
- d) CTF subsidies are determined by CTF and advertised by AusQ Training for the eligible courses www.ausqtraining.com.au
- e) If the CTF after reviewing the information provided by the student and / or employer, determines that you/your employee are not eligible for the subsidy, AusQ Training will issue an additional invoice to you for the payment of the outstanding amount to cover the full cost of the training.
- f) In any event a student does not attend training, or provide any cancellation outside of the five (5) working day notice period or they do not successfully complete the training outcomes, the student will not be eligible for any CTF subsidies and full course fees will apply.
- g) Students or employers may also choose to claim training subsidies directly from CTF. And some courses, whilst eligible for the subsidy will require claims (both individuals and employers) to be

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made directly to the CTF after the successful completion of the course, due to post course commitments and assessment requirements. This can be easily done via the CTF Portal, see the website for more information www.ctf.wa.gov.au

- h) AusQ Training is not responsible for any changes made by CTF to eligibility or subsidy amounts. Where such changes occur, customers and/or students will be advised and offered the option to proceed or withdraw without penalty.

3. Accountabilities

This policy applies to all AusQ Training workers who are involved in handling fees and processing at AusQ Training.

The Director/s is responsible for:

- a) Ensuring compliance with this policy;
- b) Provide approval for creation or amendment of any standard service fees; and
- c) Provide review and approval for refund requests;

The RTO Manager or authorised/appointed person in their absence is responsible for:

- a) Ensuring compliance with this policy;
- b) Provide review and approval for refund requests;
- c) Provide review and approval for any customised training or service requests;
- d) Regular monitoring and internal auditing of this policy to ensure adherence is in place; and
- e) Where any non-conformance is identified, notify the Director/s at earliest available time and commence continuous improvement activities to resolve.

The Training Coordinator/Administrator is responsible for:

- a) Administering customer and student fees, charges, refunds and / or cancellations in accordance with this policy.
- b) Use the fees set up and approved in the Training Management System (TMS) or unless otherwise approved in writing by the Director/s and/or RTO Manager.
- c) Generate invoices from the Training Management System (TMS) and attach them to the individual student and / or customer record.
- d) Where any non-conformance is identified, notify the Director/s or RTO Manager at earliest available time and commence continuous improvement activities to resolve.

All AusQ Training workers involved in fee handling must complete mandatory induction training and annual compliance training on this policy and the handling of student funds.

4. Review

This policy will be reviewed and evaluated by the Director/s at least once in every three-year period, or sooner if there are changes to legislation, funding arrangements or the Standards for RTOs, considering its purpose and the outcome of the compliance review. Review dates will be in accordance with those set by the Document Management System (DMS).

5. Definitions

- **Student** means the participant in the training and assessment activity.
- **Customer / Client** means the company or business wishing to enrol participants in the training and assessment activity.
- **Working Days** means Monday to Friday excluding weekends and public holidays.

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For other definitions, please refer to 2025 Standards Glossary [click here](#).

6. Related Documents

- Standards for Registered Training Organisations SRTOs 2025
- Student Identifier Act 2014 and Regulations
- AQF Qualifications Issuance Policy
- Australian Qualifications Framework
- Certification Issuance Procedure
- Records Management Procedure
- Complaints & Appeals Policy
- Enrolment Policy
- Student & Employer Handbook

Legal Name: The Trustee for AUSQ Unit Trust

Trading Name: AusQ Training

RTO Number: 52361

Established: 2011