

Fees, Charges and Refunds Policy and Procedure

Compliance Focus

Standards for RTO's 2015 – Clauses 5.3 and 7.3,

Policy Purpose

The purpose of this policy and its associated procedure is to outline the approach that CSTC will undertake when calculating fees and charges applicable to a course of study and how they will inform students prior to enrolment of all associated course costs.

Roles and Responsibilities

This policy applies to all students enrolled in full or part qualifications. All staff are to adhere to this policy and associated procedure.

Fees and Charges

CSTC commits to ensuring the following:

- Set fee and fee concessions approved by the Board
- Publish all indicative fees on its website
- Provide participants at application stage of the enrolment process a statement of fees pertaining to their individual circumstances including any exemptions, concessions, or waivers.
- Not accept any fees until a student has been provided with and accepted a written course offer
- Not accept more than \$1500 for any tuition fees for training and assessment services yet to be delivered
- Maintain five (5) working days cooling off period from the date of enrolment into any of their courses
- Not allow transfer of course fees to another person to protect the integrity of the application and enrolment process
- Will not retrospectively change or adjust the tuition fee for an enrolled individual
- Will access all eligible funding available to each participant upon enrolment.

Payment of Fees

Enrolment is not complete until fees and charges are paid, employer payment arrangement have been made, or fees and charges have been waived.

- Fees can be paid by cash, EFT credit card (VISA or MasterCard).
- An Authorisation to Invoice can be issued as required by employers
- Certificates and Statements of Attainment or Attendance will not be issued until all fees owing are paid. This is in accordance with the Standards for RTOs (2015) guidelines.
- All student invoices will be issued upon completion of the required units of competency for the course the student has been enrolled in.
- Overdue invoices may be forwarded to a Debt Collection Agency for recovery.
- CSTC reserves the right to write off debt after an agreed time limit has passed without successful collection of fees

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Transfers of course

- All transfer request needs to be in writing and emailed to
- No transfers will be approved once you have commenced your Short Course.
- You may request to transfer to another available Short Course (Transferred Short Course) at least five (5) days prior to the commencement date of your Short Course.
- You will not incur any additional costs provided there is no difference in the Short Course fee. If there is a difference in the cost, you must pay that amount immediately.
- Where the Transferred Short Course is cheaper than the original Short Course, CSTC will provide you with a refund of the difference between the course fees.

Cancellations and Refunds

- All cancellation and refund requests need to be in writing and emailed to
- Should you wish to cancel your Short Course training, you must make a request at least five (5) days prior to the course commencement date and a refund will be granted.
- No refunds or transfers will be made after the course commencement date.
- CSTC holds the authority to cancel any courses which have insufficient numbers due to circumstances beyond reasonable control. In this case a refund, or alternative class date or course will be offered to you.
- Where a class falls on a public holiday, CSTC holds the authority to reschedule the class.

Participants rights as a consumer

As a participant who may be purchasing training and assessment services from CSTC, have consumer rights under the Australian Consumer Law. This may include a statutory cooling of period (which CSTC exceeds) for any payment students have made to CSTC.

Participants can find out more information on their consumer rights at <http://consumerlaw.gov.au>

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Related Documents

- Course Enrolment Policy and Procedure
- Participants Records and File Management Policy and Procedure
- Policy and Procedure version control register
- Continuous Improvement register

Responsible Officer

The responsible officer for the implementation and training for this Policy and Procedure is the Business Manager

Publishing details

Document name	Fees, Charges and Refunds Policy and Procedure
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