Fee Administration and Refund Policy

Specialised Skills | RTO 46344 | Version 2.0

Purpose and scope

This policy explains how Specialised Skills sets its fees and collects them. It also explains what happens when someone cancels or moves to another date. And it explains when they can get their money back. It follows the Standards for RTOs 2025 and the Australian Consumer Law. It applies to everyone who pays fees to Specialised Skills, such as students and employers.

Policy

1. Fee information

1.1 All fees are on the Fee Schedule on the Specialised Skills website. The owners approve the Fee Schedule, and it shows the date that it starts.

1.2 Before anyone pays, Specialised Skills tells them in writing:

a. how much the course costs

b. when and how to pay

c. where to find this policy.

1.3 Specialised Skills only charges the fees on the Fee Schedule. If a fee goes up, students who have already booked still pay the old price.

1.4 Some fees are paid to someone else, not to Specialised Skills. For example, students pay the high risk work licence fee to Service NSW.

2. Paying fees

2.1 Fees are due at least 7 days before the course. If an employer has an account, they get an invoice and have 30 days to pay.

2.2 The student, their employer or another person can pay. Each time someone pays, they get a receipt or a tax invoice.

2.3 Specialised Skills never takes more than $1,500 from a student before the course.

2.4 If the fees are not paid on time:

a. Specialised Skills sends a reminder 7 days before the course

b. if they are still not paid 3 days before the course, Specialised Skills cancels the booking.

2.5 The student gets their statement of attainment (the certificate for the units they finish) once all the fees are paid. See the Completion and Certification Policy.

3. When a student cancels or moves to another date

3.1 To cancel, or to move to another date, the student or their employer sends an email. The notice counts from the day the email arrives.

3.2 How much money comes back depends on how much notice is given. The amount kept pays for admin, bank fees and a place that usually cannot be filled at short notice.

What happens	Refund
Cancels more than 7 business days before the course	Refund less 10%
Cancels 5 to 7 business days before the course	Refund less 20%
Cancels less than 5 business days before the course	Refund less 50%
Does not come and gives no notice	No refund, unless exceptional circumstances apply (3.6)
Arrives more than 30 minutes late and cannot start	No refund
Arrives without photo ID, the required PPE or (licence courses) a licence assessment enrolment number	No refund (3.5)

3.3 Before it pays a refund, Specialised Skills offers to move the student to another date. This is free if they give more than 7 business days' notice. If they give less notice, the amounts in the table apply.

3.4 Sometimes a person cannot start because the course is not right for them. The LLND check (language, literacy, numeracy and digital skills) may show this. Or they may not meet the entry rules. They get all their money back, or move to another course.

3.5 Students must bring photo ID and the PPE they need. For licence courses, they also need a licence assessment enrolment number from Service NSW. If they do not have these, they cannot start and they do not get their money back.

3.6 In exceptional circumstances, the owners may agree to a transfer or refund outside these rules. These are serious events that the student could not control or see coming. They stopped the student from coming, or from telling Specialised Skills. They include:

a. the student is seriously ill or injured
b. someone in their immediate family dies, or has a serious illness, injury or health issue
c. a flood, bushfire, severe weather or a closed road stops them getting to the course
d. they have a car accident on the way to the course
e. they are called out with an emergency service, such as the NSW Rural Fire Service or NSW SES
f. they get a jury or court summons after they book.

3.7 Exceptional circumstances do not include:

a. work or a change of roster
b. forgetting the date of the course
c. travel problems that they could have planned for.

3.8 To ask for this, the student or the person who paid must:

a. contact Specialised Skills within 7 business days of the day the course starts
b. send proof, such as a medical certificate, death notice, police event number or a letter from the emergency service.

3.9 Specialised Skills keeps the proof private (see the Privacy Policy). Usually, it moves the student to another date for free. If that does not suit, the owners may give a refund less 10%. They give their decision in writing, and the student can appeal it.

3.10 There is no refund if a student is removed from training, or their enrolment is cancelled, because of serious misconduct. This includes unsafe behaviour, being affected by alcohol or drugs, harassment, violence and cheating. See the Respect and Behaviour Policy. The student gets to tell their side before the decision. They get the decision in writing and can appeal it. They still get a statement of attainment for any units they have already finished.

3.11 RPL (recognition of prior learning) costs the same as the course. There is no refund once the RPL assessment has started. If the student needs gap training after RPL, Specialised Skills gives them a written quote once the RPL assessment is finished:

a. up to 2 hours of gap training costs half the course fee
b. more than 2 hours costs the full course fee
c. gap training never costs more than the course fee.

3.12 Credit transfer is free. This means Specialised Skills recognises a unit the student has already finished somewhere else.

4. When Specialised Skills cancels a course

4.1 Specialised Skills may need to cancel or change a course, or it may not be able to finish it. If this happens, the student or the person who paid can choose:

a. all their money back for the training that did not happen, or
b. a place in another course at no extra cost.

4.2 They do not need to ask for this.

5. Paying refunds, and consumer rights

5.1 Specialised Skills pays a refund to the person or organisation that paid the fees. It pays within 7 business days of the decision. It also sends a written statement of what was paid and what was refunded.

5.2 Anyone can appeal a refund decision (see the Complaints and Appeals Policy). The owner who did not make the decision, or an independent person, looks at the appeal. Students can also contact NSW Fair Trading.

5.3 This policy does not take away anyone's rights under the Australian Consumer Law.

6. Records and review

6.1 Specialised Skills keeps a record of all payments and refunds for at least 5 years. See the Records Management Policy.

6.2 Each year, the owners look at the Fee Schedule and at how fees and refunds are handled. They use what they learn from refund requests, feedback, complaints and appeals to make things better.

Policy information

Responsibilities: The owners approve and review this policy and the Fee Schedule. Both owners take payments, send invoices and receipts, and decide and pay refunds.

Related documents: Fee Schedule (website); Fee Administration and Refund Procedure; Enrolment Policy and Procedure; Student Handbook; RPL and Credit Transfer Policy; Completion

and Certification Policy; Respect and Behaviour Policy; Complaints and Appeals Policy; Records Management Policy.

Legislative and regulatory requirements: Standards for RTOs 2025 (Outcome Standards 2.1, 2.7 and 2.8; Compliance Standards, including protection of fees paid in advance and issuing certification once fees are paid); Australian Consumer Law (Competition and Consumer Act 2010, Schedule 2); tax record-keeping requirements.

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