Fee Administration and Refund Procedure

Specialised Skills | RTO 46344 | Version 2.0

Document details	
Purpose	To set out the steps for showing fees, taking payments, and handling cancellations, moves to another date and refunds.
Applies to	All students, applicants and employers who book or pay for training with Specialised Skills.

Roles: both owners do all **Owner** steps (fees, payments and refunds).

STUDENT Yellow rows are the steps students (or their employer) complete.

Step	Who	What to do	Record
A. Fees and payment			
1	Owner	Keep the Fee Schedule on the website up to date. If it changes, approve and date it, and change the prices in Bookeo to match. Students who have already booked keep their price.	Fee Schedule (dated)
2	**STUDENT**	Book through Bookeo, or ask your employer to book. Before you pay, read the fees, when to pay and the refund rules in your booking email.	Bookeo booking
3	**STUDENT**	Pay at least 7 days before the course. If your employer has an account, they get an invoice.	Payment
4	Owner	Check the payment and send a receipt. If the person has an account, send a tax invoice that gives them 30 days to pay. Never take more than $1,500 from a student before the course.	Receipt or invoice
5	Owner	If the fees are not paid 7 days before the course, email a reminder. If they are still not paid 3 days before the course, cancel the booking and tell the student or employer. If an account invoice is late, send a reminder. Do not send the certificate until the fees are paid.	Reminder email; Bookeo
B. Cancellations, transfers and refunds			
6	**STUDENT**	Email Specialised Skills as soon as you can if you want to cancel or move to another date. Say which course, why, and send any proof.	Email
7	Owner	Reply within 2 business days, and offer another date. If the student wants their money back, use the table in the policy to work out how much.	Refund record
8	Owner	Within 7 business days, tell them what you have decided in writing. Say how much they get back. If the answer is no, say why, and tell them how to appeal.	Decision email

Step	Who	What to do	Record
9	Owner	Pay the refund to whoever paid the fees. Send them a statement of what was paid and what was refunded. Update Bookeo and Vettrak.	Refund record; statement
C. When Specialised Skills cancels a course			
10	Owner	Tell students and employers as soon as you can. Offer them another date or all their money back. Pay refunds without waiting for them to ask.	Email; refund record

When things change

Situation	Action
The LLND check shows the course is not right for the person	They do not start. Tell them why in writing. Offer another course or all their money back.
The person does not meet the entry rules, so their enrolment is refused	Tell them why in writing. Offer another course or all their money back. They can appeal.
The student comes without photo ID or PPE	They cannot start. There is no refund.
A licence student has no licence assessment enrolment number	They cannot start licence training. There is no refund.
The student is more than 30 minutes late	They cannot start. There is no refund.
The student does not come and gives no notice	There is no refund, unless exceptional circumstances apply (policy 3.6 to 3.9).
The fees are not paid 3 days before the course	Cancel the booking. Tell the student or employer in writing.
Serious misconduct	Follow the Respect and Behaviour Procedure. Let the student tell their side first, unless they must be stopped for safety. If their enrolment is cancelled or they are removed, tell them in writing. Give the reasons, say there is no refund, and explain how to appeal.
The student is unwell or not fit to go on (not misconduct)	If it is not safe, stop the training. Offer another date.
The student asks for exceptional circumstances	Check that the event is on the list in policy 3.6. Check that the proof came within 7 business days of the start of the course. Both owners agree on the outcome. This is usually a free move to another date, or a refund less 10% if that does not suit. Tell the student in writing, with the reasons and how to appeal. Keep the proof private.

Situation	Action
Someone disagrees with a refund decision	Follow the Complaints and Appeals Policy. The owner who did not make the decision, or an independent person, looks at it.
The same problem leads to several refunds	Write it in the Continuous Improvement Register and look at how to fix it.

Procedure information

Responsibility: The owners approve this procedure and make sure it is followed.

Related documents: Fee Administration and Refund Policy; Fee Schedule (website); Enrolment Procedure; Student Handbook; Complaints and Appeals Policy; Completion and Certification Policy; Filing guide.

Requirements: Standards for RTOs 2025 (Outcome Standards 2.1 and 2.8; Compliance Standards); Australian Consumer Law.

Document control: Version 2.0, approved by Greg Cusack on 26 October 2026. Replaces version 1.0 (18/02/2025). Next review: 11 October 2027.

Student summary

How students pay, and what to do if they need to cancel.

