

Fees, Charges and Refunds Policy

Policy

St Michaels Training is committed to ensuring that we are clear about the fees and charges that relate to learners undertaking training programs with us.

We will ensure that fees, charges, and refunds are collected and administered in accordance with applicable legislative and contractual requirements.

St Michaels Training does not collect fees in excess of \$1500 per learner in advance.

Procedure

Fees and charges are advised to clients prior to enrolment in writing. Payment arrangements are aligned to programs and will vary depending on learner cohort, program length and government funding contract guidelines

Learners in Government funded training programs will be made aware of the funding that is provided and any additional fees and or charges at enrolment

Charges

The charge for issuing / reissuing a hardcopy Statement of Attainment or Certificate is \$30.00

Refunds

The following percentage of refund will apply to all training cancellations:

- Where 20% or less of the course has been provided to the learner a 100% refund less \$250.00 administration fee will apply.
- Where less than 50% of the course has been provided to the learner a 50% refund less \$250.00 administration fee will apply.
- Where 50% or more of the course has been provided to the learner no refund will apply.

Policy Approval

Approved by	Date of Approval	Date of Effect	Next Review Date
Kim Dean – RTO Manager			

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