POL-PRO-006 Fees Cancellations Refunds Policy & Procedure

Group **Procedure**	Title: **POL-PRO-006 Fees Cancellations Refunds Policy & Procedure**		
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	Created: **RTO Compliance**	Approved: **Kamal Haddad**	Effective: **1/11/2025**
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Direct Linkage to Policies, Procedures, Standards, Documents. Etc.

- 2025 Standards for RTOs
  - Outcome Standard 2.1 VET students have access to clear and accurate information concerning the provider, the relevant training product, and students are made aware of any changes that may affect them
  - Outcome Standard 2.7 Feedback and complaints management addresses concerns and informs continuous improvement of the WA registered provider.
  - Outcome Standard 2.8 Effective appeal processes are available to VET students where decisions of the WA registered provider or a third party adversely affect the student.
  - **Compliance Requirements - Clause 18 – Prepaid fee protection measures.**
- STES Complaints and Appeals Policy and Procedure
- STES Records Management – Document Control Policy

Document Purpose:

The purpose of this Policy & Procedure (P&P) is to ensure that STES maintains a fair and equitable approach to the charging of course fees, cancellation process, and refunding entitlement of VET student fees.

It ensures compliance with the Standards for RTOs 2025, particularly in the areas of VET student information and transparency.

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1. SCOPE

This Policy and Procedure apply to all STES staff, VET students, and clients involved in the payment, management, or refund of training and assessment fees, whether individual or corporate bookings.

This policy and procedure cover the collection and protection of fees, refunds for cancellations, withdrawals, or discontinued training, information provided to VET students and clients before enrolment, complaints, and feedback/grievance resolution.

2. DEFINITIONS

Cancellation – Decide or announce that (a planned event) will not take place.
Client – The organisation or business engaging STES to provide training and assessment services for its employees.
Deposit – A portion of course fee paid upfront to secure a booking.
Reschedule – Transferring VET student from their original course date to a new course date.
VET student – Any individual enrolled in a nationally recognised training course delivered by STES.
Prepaid fees – Fees collected before the VET student has received the agreed training and assessment services.
Refund – The return of prepaid fees to a VET student or client under specific conditions as outlined in this policy.

3. PRINCIPLES AND PRACTICES

STES upholds the following principles in managing VET student fees and refunds:

- **Transparency:** All fee information is made available prior to enrolment of training.
- **Fairness:** Fees and refund processes are applied consistently and equitably.
- **Accountability:** All fee transactions are receipted, recorded, and auditable.
- **Responsiveness:** Refunds and fee-related enquiries are handled promptly and respectfully.

4. BOOKING METHOD & COURSE FEES

To book a course all VET students can do so online, in-person or through email. STES does not require payment or deposit to reserve a spot for the VET student on the course.

All fees are payable in person or online after the completion of the course. If fees remain unpaid after course completion, AQF certification will be withheld until receipt of full payment.

Valid forms of payment include:

- Cash
- Credit card
- EFT
- Purchase order

Payments via invoice or purchase orders are available only by prior arrangement – please contact STES through email or phone to discuss. STES does not allow VET students to prepay fees more than a total of $1500.

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5. CANCELLATION

STES reserves the right to cancel any course at its discretion, including where minimum numbers are not met or where external circumstances require rescheduling.

Employers will be notified of cancellations using the contact details provided at registration.
In the event STES cancels a course, the client will receive:

- A full refund of any course fees paid, or.
- The opportunity to transfer to an equivalent course at no additional cost.
- No refunds will be made for incidental expenses incurred by the participant (e.g. travel, accommodation).

VET students or companies must advise STES in writing of their intention to cancel an enrolment.

Requests must be submitted by email to *info@stes.com.au* and include full name, course title, and order or booking number.

Refunds for company and private bookings are based on notice given prior to course commencement:

- More than 2 business days – No cancellation fee will apply
- Less than 2 business days – 50% of course fee
- 1 business day – 50% of course fee
- Failure of students to attend without notice received before 8:30 am on the day of training – 100% of course fee payable

STES reserves the right to waive the cancellation fee if the trainee / company has a valid reason (such as a medical certificate) at their discretion.

Confirmation for the training course will be provided at the time of booking.

6. BOOKING INFORMATION

Prior to enrolling in a course, students and clients are provided with STES Information for Students / Student Handbook which informs them of or directs them to:

- Cancellation Policy
- Training and assessment offered
- Website
- Policies and Procedures that inform all parties

This policy is provided to all VET students before enrolment and is available on the STES website.

7. ADDITIONAL FEES

Additional charges may apply for:

- Re-issuance of certificate or wallet card
- Credit transfer applications

8. REFUND PROCESSING

Refunds are approved by the CEO or delegate and processed by Administration within **10 business days**.

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9. COMPLAINTS AND DISPUTE RESOLUTION

If a learner is not satisfied with the outcome of a cancellation or refund request, they may lodge a formal complaint in accordance with the STES Complaints and Appeals Policy, available on our website or upon request.

10. RECORDKEEPING

Records are retained for the statutory period required by the Standards for RTOs 2025 and relevant legislation.

11. ROLES AND RESPONSIBILITIES

STES Management is responsible for:

- Ensuring this policy is accessible to VET students.
- Ensuring complaints, cancellations and refund requests are documented and resolved in accordance with relevant policies.
- Reviewing and updating this policy annually.

CEO / Training Manager - Approve fee schedules, ensure compliance with Standards, and authorise refunds where required.
Finance Manager - Process payments, maintain fee protection arrangements, and reconcile transactions.
Administration Officers - Provide fee information, issue receipts, record payments, and manage documentation.
Trainers & Assessors - Inform administration of any cancellations or changes affecting fees or enrolments.

END OF PROCEDURE

VERSION HISTORY

VERSION	AUTHOR	REVISION DATE	DESCRIPTION OF CHANGE	APPROVED BY
8.0	RTO Compliance	January 2025	Created P&P	Kamal Haddad
9.0	RTO Compliance	November 2025	Amended to RTO Standards 2025 and updated template	Kamal Haddad

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