

## PRTO43 Fees, charges and refunds Policy

### Policy

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

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

STMA 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 upon factors such as; length of course, student cohort or government 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 reissuing a Statement of Attainment or Certificate is \$30

### 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 \$200.00 administration fee will apply.
- Where less than 50% of the course has been provided to the learner a 50% refund less \$200.00 administration fee will apply.
- Where 50% or more of the course has been provided to the learner no refund will apply.

### Related Standards

5.1-5.3, 7.3

CODE	VERSION	NAME	DATE CREATED	APPROVED BY	DATE REVIEWED
PRTO43	1.0	Fees, charges and refunds Policy	29/11/2018	John Gilpin, CEO	