

## FEES, CHARGES AND REFUNDS POLICY

All potential students enquiring about enrolling in a course with 1 Stop Training Centre (1 Stop) are advised of all associated fees and charges prior to acceptance for training. Information can be found in the Course Information Sheet, in the Student Handbook and on the 1 Stop website.

The information provided to students includes:

- The total amount of all fees including, administration fees, resource fees and any other charges
- Payment terms, including the timing and amount of fees to be paid
- Should 1 Stop not be able deliver a course or any portion of the course, enrolled students will be automatically refunded for portions of the course where training services were not provided. Note this only applied is in the extreme event 1 Stop ceases to operate or ceases to deliver a course.
- A learner is entitled to any statutory cooling-off periods after enrolment to withdraw from a course entitling them to a full refund if no training has commenced.
- A student enrolment is deemed incomplete until the course fee deposit (or the required prepaid instalment) is paid in full and acknowledged as received by 1 Stop.
- A student will not receive a testamur (certificate) or statement of attainment until all course fees are paid in full and acknowledged as received by 1 Stop.

### STATEMENT OF FEES

All students receive a statement of fees at the time of enrolment in a government subsidised course which outlines the total course fees, payment terms and schedule of fees. The statement of fees is designed to provide clear and concise information to the student about applicable fees and charges including any eligible concessions or waivers and provide options for payment.

The student acceptance agreement provided on the enrolment form is seen to be an acceptance of all fees and charges associated with the student's enrolment.

The actual fee per hour or per unit charged to each eligible participant for government subsidised training will be reported via VETtrak.

### PAYMENT AND TRADING TERMS

All courses require a **position holding deposit of 50%** students will be advised of the amount at the time of booking. Payment **MUST** be received within 48 hours of booking the course or the place can be given to another student. The balance will be required prior to course commencement date. Facilities include Bank Transfer, EFTPOS, Credit Card or Cash.

### Employers/Employment Agencies

Employers/Employment Agencies will be forwarded an invoice upon receipt of booking form. 1 Stop's payment terms are 14-day from the date of the invoice unless prior agreement has been made.

P1052 FEES POLICY					P1052
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Should payment continue to be outstanding beyond the payment terms as stated above, the customer is responsible for all costs including any legal costs and any other fees that are incurred by 1 Stop in recovering any outstanding monies.

Should a participant **not** attend the course/class on the nominated day(s), full fees for that participant will be charged, unless there have been prior arrangements made with 1 Stop.

### CANCELLATION, NON-ATTENDANCE & WITHDRAWALS

A minimum of **3 working days (72 hours) notice is mandatory for cancellation or withdrawal** from this course. Dependent upon circumstances, students may be offered an alternative date for training.

Should the student not wish to reschedule, 50% of the **full fees** will be retained by 1 Stop, the remainder of the fees will be returned to the original payee. There is no charge for a student to transfer to an alternative date provided the 3 working days **(72 hours)** notification is received.

In the event **notification of cancellation is not received within 3 working days (72 hours)** by 1 Stop and/or the student does not attend training, the **full course fee will be applicable**.

The Student/Employer/Employment Agency is liable for full course fees upon non-attendance and will be invoiced accordingly.

**If 1 Stop cancels the training course, then a full refund will be returned to the payer.**

### REFUNDS

A request for refund must be made in writing through email to [accounts@1stoptraining.com.au](mailto:accounts@1stoptraining.com.au).

A time frame of up to ten (10) working days is required to process refunds, any course materials or resources supplied to students are to be returned to 1 Stop upon cancellation, alternatively the cost of the materials will be invoiced to the client.

A student not achieving the qualification or unit/s in which they enrolled due to exhausting their attempts at assessment, does not entitle the student to a refund.

All Fee Payers<sup>1</sup>, have the right to dispute and appeal to a refund decision made by 1 Stop through the Student Complaint and Appeals Procedures.

1 Stop's CEO has full discretion on fee payer refund eligibility especially in unique and unforeseen circumstances.

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<sup>1</sup> **Fee Payer** means the nominated payer of a student's course fees, usually either the student or the employer paying on behalf of the student.

P1052 FEES POLICY					P1052
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