PP2.8 – Fees and Refunds

Policy area	Student Support
Standards	Outcome Standards – Registration Standards 2025 (TAC), Standard 2.1 (c)(iii), (d) and (e) Compliance Standards and Fit and Proper Persons Requirements – Registration Standards 2025 (TAC), Compliance Requirement 18
Responsibility	Director, Office Manager
Classification	**Internal Only**

1. Purpose

This policy ensures that students of Desert to Coast Training and Assessing:

- receive clear and accurate information about fees, payment terms and refunds before they enrol or pay any fees;
- do not prepay more than the $1,500 threshold set by TAC Compliance Requirement 18;
- have access to fair and reasonable refund arrangements and keep their rights under Australian Consumer Law; and
- are told about any changes that affect their enrolment or fees.

2. Definitions

Prepaid fee – any fee relating to the delivery of services paid by, or on behalf of, an individual before the services to which the fee relates are delivered (TAC definition).

Threshold prepaid fee amount – $1,500. A provider that receives prepaid fees above this amount from, or on behalf of, an individual for the same course must hold a bank guarantee, tuition assurance scheme membership or another fee protection measure approved by TAC.

Deposit – the part of the invoiced course fee that must be paid to secure a place in a course: 50% of the course fee, up to a maximum of $1,500.

Business-to-business booking – a booking where an employer engages and pays Desert to Coast Training and Assessing to train its employees under a written agreement.

3. Policy statement

3.1 Fee information

Desert to Coast Training and Assessing delivers units of competency only. The fee for each course is published on its course page on the Desert to Coast Training and Assessing website. Course fees for nationally recognised training are GST-free under section 38-85 of the A New Tax System (Goods and Services Tax) Act 1999.

Once training dates are confirmed, the student is booked into the student management system (SMS). The booking triggers the invoice for the full course fee and sends the student an enrolment link. Through the link the student completes the online enrolment form and the language, literacy, numeracy and digital literacy (LLND) assessment, and can access all information and resources for the training, including the Student Handbook, this policy and their obligations (for example, providing a USI and attending all sessions). By completing the online enrolment the student accepts the fees, payment terms and refund policy. The SMS keeps a record of the enrolment, the LLND result and the student's acceptance.

This means that before any fee is paid, the student has the course fee and payment terms (website course page and invoice) and the refund policy and their obligations (enrolment link), as required by Standard 2.1(d).

Desert to Coast Training and Assessing does not currently offer government-subsidised training. (Standard 2.1(c)(iii) requires this information.)

3.2 Deposit and payment of fees

The full course fee is invoiced when you are booked. A deposit of 50% of the course fee (maximum $1,500) must be paid within 5 days to secure the booking. The invoice when the balance is due:

- **Courses with a total fee of $1,500 or less**: the balance is payable on or before the first day of training.
- **Courses with a total fee over $1,500 (Heavy Combination and Multi Combination):** the balance is payable during the course, either by bank transfer that has cleared in D2C's account by the start of the last day of training, or by card at the Geraldton or Pilbara office or over the phone on or before the last day of training.

For courses over $1,500, the invoice must state that only the deposit is to be paid before training and that the balance is not due until the final day of training.

A student may not start training until the deposit (and, for courses of $1,500 or less, the balance) has been received, unless the Director approves otherwise. A change to a course fee does not apply to a student who has already paid or started the course.

3.3 Prepaid fee protection

Desert to Coast Training and Assessing does not receive prepaid fees of more than $1,500 from, or on behalf of, an individual for the same course.

Business-to-business bookings are invoiced as set out in the written agreement with the employer.

3.4 Refunds

Requests to cancel and for a refund must be made in writing or requested by phone. Approved refunds are paid by electronic funds transfer within 5 days of the request.

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- **Cancelled by the student 5 or more business days before the course starts:** full refund of fees paid, including the deposit.
- **Cancelled by the student 4 business days or less before the course starts:** deposit amount will be forfeited.
- **Course not suitable after the LLND assessment:** if the student is advised the course is not suitable and does not proceed, the deposit is refunded in full.
- **After the course has started, or sessions missed:** no refund.
- **Course cancelled or not delivered by Desert to Coast Training and Assessing** (for example, low numbers or trainer unavailable): full refund of fees for any training not delivered, or transfer to another date at no extra cost if the student prefers.
- **Extenuating circumstances:** the Director may offer a credit towards another course or approve a refund where a student can show serious personal circumstances caused their withdrawal.

3.5 Consumer rights, complaints and appeals

Nothing in this policy limits a student's rights under the Australian Consumer Law or the Fair Trading Act 2010 (WA). Desert to Coast Training and Assessing does not use unsolicited sales methods (such as door-to-door or telemarketing), so a statutory cooling-off period does not apply. A student who is unhappy with a fee or refund decision can make a complaint under PP2.9 Complaints Handling or

appeal the decision under PP2.10 Appeals Handling. When a refund is refused, the student is told of their right to appeal.

3.6 Changes

Desert to Coast Training and Assessing will tell affected students in writing (email) as soon as practicable, and before the change takes effect, about any change to their training, fees, payment terms or this policy – including changes caused by the transition of a superseded, deleted or expired unit of competency (Standard 2.1(e)).

4. Procedure

Step	Action	Responsible
1	On confirmation of training dates, check the fee on the website course page and book the student in the SMS. The booking issues the invoice for the full course fee – showing the deposit (50%, maximum $1,500) and the balance due date – and the enrolment link.	Office Manager
2	Check the student has completed the online enrolment form and LLND assessment before training starts; if the LLND result raises concerns, advise the student on suitability (PP2.3).	Office Manager
3	Record each payment in the SMS and issue a receipt.	Office Manager
4	Follow up the balance: on or before the first day of training for courses of $1,500 or less; on the final day of training for courses over $1,500.	Office Manager
5	Before training starts, confirm the required payment has been received and the enrolment and LLND are complete, and tell the trainer which students may attend.	Office Manager
6	When a student asks to cancel, explain their refund rights.	Office Manager
7	Decide the refund request under section 3.4 and notify the student in writing. If refused, include the right to appeal (PP2.10).	Director
8	Pay approved refunds by EFT within 5 days of the written or oral request and record the refund in the accounting system.	Office Manager

5. References

TAC Outcome Standards – Registration Standards 2025, Standard 2.1 (c)(iii), (d) and (e): students can easily access all fees, payment terms, refund policies and any government subsidies; before enrolment or before any fees are paid they receive documentation setting out the training, all fees and charges, and their obligations; and they are told as soon as practicable about changes that affect them.

TAC Compliance Standards and Fit and Proper Persons Requirements – Registration Standards 2025, Compliance Requirement 18 (Prepaid fee protection measures): a provider that receives prepaid fees of more than $1,500 from, or on behalf of, an individual for the same course must hold an unconditional bank guarantee, a current tuition assurance scheme membership, or another fee protection measure approved by the Council.

Australian Consumer Law (Competition and Consumer Act 2010 (Cth), Schedule 2); Fair Trading Act 2010 (WA).