

## **FEE MANAGEMENT POLICY**

This policy is available:

1. In the pre-enrolment package;
2. For download from our website; or
3. By phoning or emailing our office.

As a Nationally Registered Training Organisation we are able to collect fees from the learner and must provide or direct the learner to information specifying:

- Fees that must be paid to us;
- Payment terms and conditions including deposits and refunds;
- Learner's rights as a consumer, including but not limited to any statutory cooling-off period, if one applies;
- Learner's right to obtain a refund for services not provided by us in the event the:
  - arrangement is terminated early; or
  - We fail to provide the Services.

### **PAYMENT**

#### **COURSE FEE**

1. RIICCM202D - Identify, locate and protect underground services \$765.00
2. NWPNET012 – Use locating devices \$765.00

Your payment options are:

Pay full course fee on the day, at the commencement of your training by Bank cheque, Credit card or cash; or  
Pay 10% of the course fee by electronic funds transfer prior to course commencement.

Note: Credit card transactions incur a 1.5% transaction fee.

#### **EQUIPMENT FEE**

An equipment fee is not applicable to any of our courses.

After your initial skills assessment and successful completion of the knowledge test has been completed, your application for enrolment is accepted, we will advise you of the course fee to be paid.

All fees will be clearly noted on brochures and associated websites.

### **CANCELLATION**

Cancellations made by you prior to your course commencement must be made either by phoning our office or in writing forwarded by email.

Cancellations must be made a minimum of 48 hours prior to course commencement.

Refer to refunds for fees involved in cancelling an enrolment.

### **WITHDRAWING FROM A COURSE**

If you leave and/or abandon your course during the training, no refund will be given.

### **TRANSFER**

We reserve the right at our discretion to transfer a course to another date and venue and this action will in no way waive the terms and conditions stated herein.

In the event of us having to cancel a course, without offering any acceptable alternative, then you shall be entitled to a full refund of monies paid and no further liability shall be incurred by us.

## FEE MANAGEMENT POLICY

### FEE PROTECTION

Where we are unable to provide services for which you have paid, you will:

1. Be placed into an equivalent course such that the new location is suitable to you; and
2. You receive the full services for which you have prepaid at no additional cost; or
3. Be paid a refund of any prepaid fees for services yet to be delivered above the prepaid fee amount.

### REFUND

Refunds of any prepaid amount will only be provided whereby we have been given more than 48 hours notice of cancellation.

Where we have not received more than 48 hours notice a refund will apply to all monies excluding the 10% deposit.

#### No Refund

There is no refund of fees for:

1. any poor and/or non-attendance;
2. poor behaviour;
3. you simply changed your mind;
4. you in any way contributed to the problem;
5. you asked for a service to be done in a certain way against the advice of the business; or
6. you asked for a service to be provided in a way against the Standards for Registered Training Organisations 2015;  
or
7. were unclear about what you wanted

**Note:** Under the National VET Regulator Act 2011, Standards 2015, we are entitled to withhold issuing you with a qualification or statement of attainment until such times as all fees have been paid in full, and we shall exercise our rights under this section.