

Purpose

The purpose of this policy is to ensure SGS Australia Pty Ltd provides learners and potential learners with all information in relation to all applicable fees, charges and refunds.

Scope

This policy applies to fees, charges and refunds that relate to SGS Australia's provision of training and assessment services provided by its Registered Training Organisation (RTO). This policy is used in conjunction with, and does not negate or restrict our legal Terms and Conditions.

Policy

SGS Australia will make every effort to ensure potential clients and learners are made aware of its fees, charges, refund arrangements, and terms and conditions before accepting an enrolment for a qualification or course.

Notification of fees and charges prior to commencement

SGS Australia will advise each learner of any fees, resource costs, incidental expenses and other charges that may apply to the course before the learner enrolls. In the instance where an employer is paying for an employee's enrolment, SGS Australia will also provide this information to the employer.

Course fees are outlined either on our website or can be quoted upon enquiry for day rates, onsite training requests or group discounts.

Payment of fees and charges

Course fees must be paid in full by the learner or their employer prior to the commencement of a course otherwise the learner may not be able to participate. If the employer holds a pre-approved account and is booking and paying for an employee's enrolment using a Purchase Order, they must pay the full invoice amount within 30 day term on the invoice.

All nationally accredited courses and units of competency delivered by SGS Australia are GST-Free in accordance with the Australian Taxation Office GST Rulings GSTR 2000/27, GSTR 2001/1 and GSTR 2003/1. Non-accredited training and re-issuing fees must have GST applied to the fee.

Credit Transfer and Recognition of Prior Learning Fees

Credit Transfer – There is no fee to submit a Credit Transfer if the Unit of Competency is equivalent to the Unit of Competency on SGS Australia's scope of registration. If the Unit of Competency is not equivalent, the learner can apply for RPL.

Recognition of Prior Learning (RPL) – RPL fees are outlined in the Learner Handbook located on the website learning.sgs.com/au. If gap training is required after the assessment of the RPL, a quote is given for the gap training required.

Repeating Assessments ('Not yet competent', or 'Not yet satisfactory' results)

Learners are able to attempt an assessment to complete a Unit of Competency on two occasions within their initial learner course fee. If the learner cannot successfully complete the course after the two attempts, they will be requested to re-enrol into the course and pay the full course fees for the re-enrolment.

Re-issuing of Statements of Attainment and cards

Learners who require a replacement of their Statement of Attainment or card following their first issue will incur a fee for the reissue. Reissue fees are outlined in the Learner Handbook located on the website learning.sgs.com/au.

Learners must contact SGS Australia and request a Replacement Certificate and Card Request Form. This form needs to be completed to authorise the reissue prior to reissuing a Statement of Attainment or card.

Other fees and charges

Other fees and charges may apply, these charges may include but not limited to:

- Overdue fee interest
- Reissuing of Certificates, Statements of Attainment and cards

Fee Protection

SGS Australia does not collect more than \$1,500.00 in prepaid fees from any learner who is paying for a course themselves. Therefore SGS Australia does not necessitate the implementation of fee protection arrangements. This section does not include or apply to employers paying for fees on their employees behalf.

Refunds

SGS Australia will refund all or part of a learner's course fees under the following conditions within 14 days:

- If SGS Australia cancels a course for any reason and/or where the commencement of the course is postponed for more than four weeks
- A course has low enrolment numbers and has to be cancelled or rescheduled (SGS Australia is not liable to a learner for such cancellations or rescheduling except to refund course fees already paid by the learner or employer)
- The learner contacts SGS Australia in writing about the cancellation at least 2 business days prior to the course commencement date and time
- Where the learner's application for enrolment is refused by SGS Australia
- Special considerations may be made for extreme reasons beyond the learner's control preventing them from attending the program, including; natural disasters, acts of Government authorities, epidemics or pandemics, civil strikes and riots.

Non-Refundable Circumstances

SGS Australia will not usually refund course fees where the learner requests the refund because of non-attendance. 100% of the course fee will apply for those learners that do not turn up for a course that they have enrolled in. A minimum of 2 business days written notice is required prior to the commencement date and time of the course for a refund of the cancellation of a course.

Where a learner attends a course but does not complete the course due to:

- Failing two attempts of their assessment
- Changed employment or work hours
- Relocation or moving out of the area
- Redundancy
- Illness or injury

The learner will be able to sit the missing days/assessments at a later date scheduled (within the next 6 months) at no charge.

Recovery of outstanding learner fees

The failure to pay a fee owing by a learner or client is considered to be a breach of our Terms and Conditions. This breach may be considered with the delay in release of the learner's Statement of Attainment. If an account client does not pay the invoice within the 30 day term, a 2% per month interest is applied until the invoice is paid in full. The full Terms and Conditions are available on the website learning.sgs.com/au.

For significant debts, formal debt collection or legal action may also be undertaken.

Learner's rights to complain and appeal decisions

If a learner or client is not satisfied with SGS Australia's decision about fees or refunds, the learner/client may make a formal complaint or appeal using the Complaints and Appeals Form. The Complaints and Appeals Form and its associated Policy and Procedure are located on our website learning.sgs.com/au.

This policy will be reviewed annually or following any legislative or organisational changes.

REVISION RECORD

Revision:	Date:	Changes since last issue:
1.0	14/04/2020	Initial issue