

Fees and Refund Policy and Procedure

Policy

1. Sufficient funds to refund all fees paid in advance are to be held in Barclay Thomas Training Group Pty Ltd (RTO 31745) trading as Barclay Thomas Training Group (RTO 31745) and Perform Training (RTO 31745) s bank account. At no time will Barclay Thomas Training Group Pty Ltd (RTO 31745) trading as Barclay Thomas Training Group (RTO 31745) and Perform Training (RTO 31745) hold more than \$1500 per Participant paid in advance.
2. Barclay Thomas Training Group Pty Ltd (RTO 31745) trading as Barclay Thomas Training Group (RTO 31745) and Perform Training (RTO 31745) will obtain a full audit report of its accounts from a qualified independent accountant with membership of Certified Practising Accountants Australia or the Institute of Chartered Accountants of Australia when requested to do so by ASQA.

Procedures - Fees and charges

1. All fees and charges for the delivery training and assessment services must be approved by the CEO prior to their publication, quotation to Participants or tender submission.
2. All Participants are to be provided with a numbered tax invoice detailing all fees paid.
3. Where an employer is to be invoiced for the tuition fee of his/her employees undertaking training, the invoice must clearly indicate the names of those employees for whom the invoice applies.
4. The fee per Unit of Competence includes two (2) reassessment opportunities (Excluding assessments that require an approved assessor for licensing, eg TLILIC003 - Any additional assessment opportunities required will incur a \$195 fee)
5. Reassessments for the licensed outcome for TLILIC003 Licence to Operate a Forklift Truck will incur a \$195 reassessment fee.
6. Should Participants require a Qualification/Statement of Attainment to be reissued this will be done with no fee inclusive.
7. Verified financial projections and reports are to be made available to ASQA as requested.

Refunds

1. All requests for refunds need to be made in writing and be accompanied by supporting documentation where applicable.
2. No refund is available to Participants who remain enrolled and do not progress.
3. Sufficient funds to refund all fees paid in advance are to be held in Barclay Thomas Training Group Pty Ltd (RTO 31745) trading as Barclay Thomas Training Group (RTO 31745) and Perform Training (RTO 31745) s bank account.
4. In the event that a Participant cancels or withdraws ten (10) days prior to commencement any fee will be refunded.

5. Partial or full refunds will be considered after ten (10) days from the commencement of the training under exceptional circumstance such as long-term illness.
6. Deferment of training can be negotiated.
7. Once training has commenced, no refund is available to Participants who leave before finishing the course unless the Participant can provide a medical certificate or show extreme personal hardship.
8. Should Barclay Thomas Training Group Pty Ltd (RTO 31745) trading as Barclay Thomas Training Group (RTO 31745) and Perform Training (RTO 31745) cancel the training, Participants are entitled to a full refund (or pro-rata adjusted refund) or to transfer to future training. In this event Participants will be given their preferred option.
9. All refunds paid will be recorded in the refund register.

Supporting documents

- a. Refund Register