

Client fees and refunds policy

Purpose

Choice Training provides a range of training options for clients and endeavours that each client will receive quality training for a reasonable cost. This policy outlines payments required by clients and the circumstances in which a refund may apply. As per the current RTO standards, clients are advised of this policy prior to commencing training.

Client Fees Policy

Due to the customised nature of training provided by Choice Training, client fees will be set by the Managing Director at the time of negotiating a business proposal or an individual enquiry depending on the training required. In some cases, training provided by Choice Training is through an organisation where the organisation is responsible for the payment of the fees. Client fees are negotiated through a business proposal process and a Payment Details Form is completed by the client to signal their intention to complete the training specified in the business proposal.

Client fees differ depending on the training being undertaken, and are clearly listed in the 'costs' component of a business proposal.

Accredited training courses are exempt from GST, however all other courses, including professional development workshops and non accredited training courses, will have GST as an added component of the base training cost.

Payment Terms

After a business proposal has been accepted by the client, the following payment terms will apply:

- For specified training courses, a 15% non refundable deposit of the total course cost or \$1,500 (whichever is the lesser) will be payable within 7 days of an invoice being issued, to secure a position in the course. This information will be contained in the client business proposal
- For all other training courses and professional development workshops, refer to the invoice terms and conditions contained in the client business proposal

Competency

If the client undertakes a unit of study and is deemed 'not yet competent' at the first attempt, additional support and coaching will be provided for the client by a specialist trainer at no charge. In the event the client is deemed 'not yet competent' at the second attempt, an action plan will be developed in consultation with the client, to support their quest for competency at no charge. In the event that a client is deemed 'not yet competent' at the third attempt, a fee of up to 50% of the unit cost may be charged, at the Managing Director's discretion.

Replacement certificates

In the event that a client requests a replacement of a qualification testamur, a fee of \$25 will be charged.

Refund Policy

Choice Training recognises that there are some instances where clients are unable to complete their training, and with this in mind, has developed a refund policy which is fair, equitable, and compliant with current RTO standards.

Should Choice Training cancel any course, clients are entitled to a refund or transfer of funds to a future course. Once a course commences Choice Training will not cancel it but may determine a different delivery mode at any stage. All participants will have the opportunity to complete their training.

Substitutions within the organisation are welcome where a client cannot attend. If written cancellation is received at least 14 days prior to the training, no fee will be charged.

If written cancellation is received between 14 and 7 days prior to training a 50% charge of the full training costs will apply.

If written cancellation is received less than 7 days prior to training, the full costs of the training will apply

No refund is available to clients who leave before finalising their course or unit requirements.

Associated Documents:

Client fees & Refunds Policy Procedure