

COURSE FEES, REFUNDS AND TRANSFERS POLICY

1. PURPOSE

This Policy outlines how SLSWA RTO 51104 manages course fees, refunds and transfers to ensure transparency, fairness and compliance with the Standards for RTOs 2025 (WA), Australian Consumer Law and SLSWA governance requirements.

This Policy forms part of SLSWA's Governance & Risk Management Framework.

2. SCOPE

This Policy applies to:

- Public course participants
- Corporate or private clients
- Third Party and Auspice delivery arrangements
- All nationally recognised training delivered under SLSWA RTO 51104

3. FEE INFORMATION

SLSWA publishes current course fees on its website and provides fee information prior to enrolment.

Fee information includes:

- Total course cost
- Payment terms
- Refund conditions
- Transfer conditions

SLSWA manages prepaid fees in accordance with applicable regulatory requirements and ensures that learners are protected where training or assessment cannot be delivered as agreed.

Fees must be paid prior to course commencement unless otherwise agreed in writing.

Nothing in this policy overrides a learner's rights under Australian Consumer Law.

4. REFUNDS – PUBLIC BOOKINGS

Approved refunds will be processed using the original payment method wherever possible.

More than 7 days prior to course commencement

Full refund.

Transfer request at least 48 hours prior

No transfer fee.

Less than 48 hours prior to course commencement

Less than 48 hours prior to course commencement

Refunds or transfers are generally not available.

After course commencement

No refund. Course commencement includes attending any part of the course or accessing online learning materials where applicable.

5. REFUNDS – PRIVATE / GROUP BOOKINGS

Cancellations must be advised at least seven (7) days prior to commencement.

Cancellations less than one (1) business day prior to delivery may result in full course fees being charged due to trainer and resource costs already incurred.

6. CANCELLATION BY SLSWA

If SLSWA cancels or reschedules a course:

- Participants will be notified as soon as practicable
- A full refund or alternative booking will be offered

SLSWA liability is limited to course fees paid, except where otherwise required under Australian Consumer Law.

7. CANDIDATE GUARANTEE

If SLSWA is unable to deliver the agreed training and assessment services, learners are entitled to:

- A refund of unused fees; or
- Transfer to an alternative course

In accordance with applicable regulatory requirements.

8. BEHAVIOURAL WITHDRAWAL

Refunds will generally not be payable where a participant is withdrawn or removed from training due to serious misconduct, in accordance with the Learner Protection & Support Policy.

9. THIRD PARTY ARRANGEMENTS

Where training is delivered under Third Party Agreement:

- Invoicing arrangements are governed by the relevant Agreement
- Fees may be invoiced post-delivery where specified in the relevant agreement

10. EXCEPTIONS

Extenuating circumstances may be considered on a case-by-case basis at SLSWA's discretion, having regard to fairness and applicable consumer law.

Where a participant is unable to complete required practical assessment activities or demonstrate the competency outcomes of the unit of competency, certification cannot be issued and refunds may not apply.

Where a participant is dissatisfied with a refund decision, they may lodge a complaint or appeal in accordance with the SLSWA Complaints & Appeals Policy.

Requests must be submitted in writing with supporting documentation.