



# CTPOL21 Fees, Charges and Refunds Policy

## Purpose

Through this policy, Civil Train Victoria ensures that all students are aware of the fees and charges associated with enrolment. This policy provides the guidelines for the eligibility and assessment of refunds.

Civil Train Victoria ensures the protection of all fees and aims to provide clear and accessible information to students about fees and charges prior to and throughout their enrolment and/or other involvement with Civil Train Victoria.

## Information and agreement to fees and charges

Students and persons seeking to enrol in a course with Civil Train Victoria are advised of all fees and charges associated with a course, including course fees, administration fees, materials fees, and any other charges. Fees are outlined on the schedule of fees found on the [website](#).

The information provided to each prospective student and/or client prior to the commencement of training will include:

- The code and title of the program and currency if nationally or state accredited
- The total amount of all fees including course fees, administration fees, materials fees, and any other charges.
- If an eligible student for a government subsidised place this will include any concession or fee waiver entitlement and the approximate value of the government contribution
- Payment terms, including the timing and amount of fees to be paid and any non-refundable deposit and administration fees and any fees and charges for additional services.
- Where fees and charges are incurred, students will be required to sign an invoicing details form which outlines the total course fees, payment terms and schedule of payments applicable to their course.
- To protect fees paid in advance, Civil Train Victoria only accepts payments of less than \$1500 prior to a student's commencement. The remainder of fees will be paid during the program with no more than \$1500 collected in advance for services not yet provided.

## Payments

Clients will pay at enrolment or will be invoiced as per invoice due date. No qualifications or statement of attainments will be issued without Civil Train receiving full payment.

## Construction Industry Skill Sets

Group Booking, cancellation costs will not be incurred if written notice is received 5 full business days prior to course commencement date.

- Should the company postpone/reschedule the course 3 - 5 business days in advance, there will be a \$750 rescheduling fee.
- If less than 3 full business days' notice from the first day of training the program is cancelled or postponed it will incur the full fee of the program as agreed in the contractual arrangements.



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- \$200.00 withdrawal/cancellation/reschedule fee will apply per participant who do not attend on the day or where the numbers of participants drop below the agreed minimum on the contract.

## Qualifications

- Fees for trainees and apprentices will be invoiced in advance at enrolment for a two-year period and payment must be received as per the invoice due date.
- Students extending beyond two years will be assessed for extended fees.
- Non apprentices/ trainees may be required to pay fees prior to the commencement of training if they are not covered by their employer.

*Any payment for a Tablet must be made prior to collection of the Tablet. If this is paid and the student withdraws without collecting the Tablet this portion of the fees will be refunded.*

## Unpaid invoices

No qualification, statement of attainment or competency card will be issued if there are outstanding payments.

## Other fees and charges

All fees and charges are listed on the Schedule of Fees found on the CCFVIC [website](#).

Items listed below will be charged as per our Schedule of Fees listed on the CCF Victoria website.

- Re-Issue Qualification Certificate/Copy
- Card Reprint
- Learning Material Replacement
- Replacement tablet
- Schedule visits for training and assessment for apprentices and trainees at the workplace where there is 'no show' or last-minute cancellations (24 hours) will incur a cancellation fee and any accommodation and travel costs. \$100 per apprentice and trainee + costs.

## Refund Terms and Conditions

### Cancellations for short courses

- If Civil Train cancel your program all fees and charges are refunded.
- If a booking is cancelled with at least 7 days' notice before the scheduled course delivery date, a full refund will be issued and there are no additional charges.
- If the booking is cancelled less than 7 days before the scheduled course delivery date, there are no refunds given. If possible, the booking may be transferred to another scheduled course delivery date for a fee of \$75.00.
- Cancellation of bookings advised to Civil Train within 72 hours of scheduled course delivery date are not entitled to a refund or transfer, however substitution is possible.
- Cancellation or Non-Attendance on the day of course delivery date does not qualify for transfer or refund. Should nonattendance be due to sickness, a medical certificate must be provided. The person can be transferred to the next available course.



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## Cancellations for requested Group Bookings by an Industry Employer

- If Civil Train cancels your program, clients will be offered an alternative date, if this is not suitable a full refund will be arranged.
- If a Group booking is cancelled at least 7 days' notice before the scheduled course delivery date and payment has been received, a full refund is issued.
- If the booking is cancelled between 48 hours and less than 7 days before the scheduled course delivery date or the date of delivery is changed, this will incur an administration fee of \$500.00+GST.
- Cancellations of bookings advised to Civil Train within 48 hours of the scheduled course delivery date are not entitled to a refund and the full course cost will be charged.
- Non-Attendance on the day of course delivery date, does not qualify for transfer or refund.
- If Civil Train finds it necessary to cancel a course due to circumstances beyond their control, all fees paid will be refunded or the booking transferred, where possible.

## Refunds for Qualifications

- If Civil Train cancel your program all fees and charges are refunded.
- Course cancellation is not where a course is superseded on the national register and the enrolment occurs in the superseding/replacement program. Please see [training.gov.au](https://training.gov.au) for details on your program.
- A full refund of tuition fees will be paid if a withdrawal is formally requested in writing within 28 calendar days of commencing the program. Material and administration fees will not be refunded.
- No refund will be provided for withdrawals after 28 days from the first day of commencement of the qualification.

## Other

Should you attend training without evidence of full vaccination, entry will be denied, and any fees paid to Civil Train will be forfeited.