

1. PURPOSE

This policy outlines The Quality Training and Hospitality College, trading as Quality College of Australia (QCA), approach to the collection, management and refund of fees. It ensures that fees are administered fairly, transparently and consistently, and that participants are provided with clear information regarding their financial obligations before enrolment.

This policy supports compliance with the Standards for Registered Training Organisations and QCA's commitment to ethical and consumer-focused business practices.

2. SCOPE

This policy applies to all domestic participants enrolling in nationally recognised training delivered by QCA unless alternative arrangements are specified under a government-funded training contract or other written agreement.

3. POLICY STATEMENT

QCA is committed to:

- Providing accurate and transparent information about all fees and charges before enrolment;
- Ensuring participants understand payment options, refund conditions and financial obligations;
- Protecting participant fees paid in advance in accordance with legislative and regulatory requirements;
- Managing refunds fairly, consistently and within reasonable timeframes;
- Ensuring financial decisions are made in accordance with delegated authority.

4. FEES AND CHARGES

Prior to enrolment, participants will receive information about:

- Tuition fees;
- Enrolment or administration fees (where applicable);
- Resource, material or equipment fees;
- Payment schedules;
- Available payment methods;
- Refund conditions; and
- Any additional charges that may apply.

Course-specific fees and refund conditions are detailed in the applicable Payment and Collection of Fees Form and are acknowledged by the participant before enrolment.

Where concession fees or government subsidies apply, participants must provide evidence of eligibility. Priority for enrolment may be given to applicants who have satisfied the required payment conditions.

5. PROTECTION OF PREPAID FEES

QCA protects participant fees paid in advance by limiting the amount collected before the commencement of training or the delivery of services. QCA will not require a participant to pay more than \$1,500 in advance for training and assessment services that have not yet been delivered. Where the total course fee exceeds \$1,500, payments will be scheduled progressively as training is delivered.

6. PAYMENT OF FEES

Fees are payable in accordance with the participant's Payment and Collection of Fees Form.

Payments may be made by:

- Electronic Funds Transfer (EFT);
- Credit or debit card; or
- Other approved payment methods.

Receipts will be issued for payments upon request.

Where payment plans are offered, QCA will provide participants with:

- The payment schedule;
- Due dates;
- Consequences of late or missed payments; and

- Available support options where financial hardship is identified.

Where participants experience genuine financial hardship, alternative payment arrangements may be negotiated at QCA's discretion.

7. DEFERRAL OF TRAINING

Participants who are unable to commence training may request a deferral in writing.

Subject to course availability and funding requirements, participants may defer their enrolment on one occasion where notice is received at least 14 days before the scheduled commencement date.

Participants will be advised of any impact the deferral may have on fees, funding eligibility or refund entitlements.

8. REFUNDS

Refund requests must be submitted in writing using the QCA Refund Request Form.

Refunds will normally be processed within 14 business days following approval.

Refunds may be approved where:

- Fees have been paid in error or overpaid;
- QCA cancels a course or is unable to deliver the agreed training and assessment services;
- The participant withdraws before commencement in accordance with the refund conditions applicable to their enrolment;
- Exceptional circumstances prevent the participant from commencing training (for example serious illness, injury or compassionate grounds); or
- QCA determines that a refund is appropriate in the circumstances.

Supporting documentation may be required when exceptional circumstances are claimed.

Refund entitlements for funded training programs will be determined in accordance with the relevant funding contract in addition to this policy.

Refund approvals are authorised only by the Managing Director or Compliance Manager.

9. CANCELLATION BY QCA

If QCA cancels a course or is unable to commence or continue the agreed training, participants will be offered the choice of:

- Transfer to an alternative course or commencement date where appropriate; or
- A full refund of fees paid for services not delivered.

Where a suitable alternative cannot be provided or is not accepted by the participant, any applicable refund will be paid within 14 business days.

10. REPLACEMENT QUALIFICATIONS AND STATEMENTS

Replacement Qualifications or Statements of Attainment may be issued upon written request.

Replacement hard copy Qualifications or Statements of Attainment incur a fee of \$30, unless otherwise required by legislation or where the replacement is due to an administrative error by QCA. Electronic copies (where available) may be issued free of charge at QCA's discretion.

Refer to Issuing of AQF Certification Policy.

11. COMPLAINTS AND APPEALS

Participants who are dissatisfied with a fee or refund decision may access QCA's Complaints and Appeals Process without prejudice.

Lodging a complaint or appeal will not affect a participant's enrolment or access to training while the matter is being considered.

12. ROLES AND RESPONSIBILITIES

Managing Director and Compliance Manager

Document: Fees, Charges & Refunds_V1.3 June 2026	Next Review Date: June 2027
Approved By: QCA Compliance	Page 1 of 4

- Approve refunds and exceptional payment arrangements.
- Ensure compliance with legislative and regulatory requirements.

Administration Staff

- Provide accurate fee information.
- Process invoices, payments and approved refunds.
- Maintain financial records.

Participants

- Pay fees by the agreed due dates.
- Notify QCA promptly if circumstances change.
- Submit refund requests with supporting evidence where required.

13. RELATED DOCUMENTS

- Payment and Collection of Fees Form
- Refund Request Form - Domestic Students
- Feedback, Complaints and Appeals Policy and Procedure
- Issuing of AQF Certification Policy
- Marketing, Advertising and Student Recruitment Policy and Procedure
- QCA Student Handbooks
- Applicable Funding Contract Requirements
- VET Quality Framework

