

Fees and Refunds

Policy Principles

The following principles underpin this policy:

- The RTO endeavours to provide clear guidance on how all fees related to the delivery of training and assessment are charged
- The RTO ensures that financial information is managed in accordance with State Training Authority (ASQA) and all financial legislation and guidelines
- The RTO treats all financial information with care in line with the Australian Privacy Principles
- The RTO aims to provide financial support and flexible payments where allowable under funding contracts so that no person is disadvantaged or unable to participate in training due to the cost of education
- The RTO believes that education should be available for all individuals and seeks to provide these services to all wherever possible.

Fees

Fee for Service Course Fees

- The RTO will strive to maintain highly competitive fair and reasonable fee structures, outlining these in a “Schedule of Fees”.
- The RTO adjusts its fees and charges from time to time. Changes to fees will be fairly and equitably applied, advertised and clearly indicate the date from which the change will take effect.
- The RTO provides details of course fees in all course information. (See Enrolment Policy and Procedure)
- Course fees may be negotiated with individual students, as approved by the Directors of the RTO.

Additional fees

Fees indicated below are at the discretion of the RTO.

- There are NO FEES charged for Credit Transfer
- Resources fees may apply to some courses, information about resources fees will be provided in the invoice breakdown.
- Re-marking of an assessment after three attempts– each unit \$25.
- Replacement of award/qualification/academic record \$20.00
- Replacement card \$16.00

- Re-issue of academic statement.
 - Results on computer network \$20.00.
 - Results from archive \$30.00.

Fee Payment Arrangements

Fee for Service Course Fees

- All Fee for Service Course Fees are payable via a payment plan.
- The RTO will not accept prepaid fees from individual students in excess of a total of \$1500 (being the threshold total prepaid fees amount).
- The RTO may take fees in advance of \$1500 where the fees are being paid by the employer, this is only applicable to fee for service courses and will be recorded in the employer service agreement.
- In accordance with the 2015 RTO Standards Schedule 6 and 2025 RTO Compliance Requirements Clause 18; The RTO adopts the following to protect fees paid in advance.

Details of payment schedules and specific conditions relating to payment plans are available at enrolment and provided to the student in writing.

- Flexible payment arrangements/options will accommodate individual circumstances.
- Fees must be paid in full before certification will be issued.
- If payment instalment / arrangements are in place, and a payment becomes overdue and remains unpaid for a period in excess of 14 days, The RTO reserves the right to suspend the students learning or assessment (or both) until all fee payments are up-to-date.
- Flexible payment arrangements, such as instalments, credit card, direct debit, cheques and EFT remittance are acceptable to accommodate the diverse financial situations of students.

Outstanding Fees

Outstanding fees will be followed up and in the event of fees remain outstanding a student may be suspended until fees are paid in full. For further information contact us email info@alo.edu.au

Refunds

Fee for Service Refunds

Students are able to apply for refunds where the student has not engaged in training, where training has commenced, no refunds are available.

Where refunds are requested, this needs to be undertaken in writing and will be processed within 21 business days.

Refunds

- Students must advise in writing that they wish to withdraw and are seeking a refund.
- Requests for refunds must be lodged to ALOs office within two weeks of the official withdrawal date

Full Refunds

Students who withdraw are entitled to a full refund of the applicable course fee, resource fee and other fees where:

- A unit is cancelled or re-scheduled to a time unsuitable to the student; or
- A student is not given a place due to maximum number of places being reached
- Student provides verifiable documentation as to why they are unable to commence the course. This must be provided within 5 business days before the course commencement.

The Director can approve a full refund of fees at any time during delivery if a class is cancelled because of declining student numbers, no available trainer/assessor, or due to other circumstances caused by the RTO.

Part Refunds

Students who withdraw for reasons other than those outlined above and who lodge a withdrawal form before the withdrawal date for a unit – which the RTO will determine for each unit,

- no less than 20% duration for that unit will be eligible for a full refund and
- 50% of the resource fee if the course is below Diploma level.

Pro Rata Refunds

The Director can approve a pro-rata refund of fees and charges at any time during the course of delivery if students withdraw for reasons of personal circumstances beyond their control. For example:

- Serious illness resulting in extended absence from classes.
- Injury or disability that prevents the student from completing their program of study.
- Other exceptional reasons at the discretion of the accountable officer.
- In all cases, relevant documentary evidence (for example, medical certificate) is required.

Refunds Following Re-Assessment

Students requesting a review of their assessment should do so within four weeks of the date of publication of the results. There are fees associated with this service – refer to the section Incidental Charges.



Should a 'Not Yet Competent' student achieve an outcome of 'Competent' on a review of the assessment, the \$25 per unit re-assessment charge is to be refunded. The \$50 per unit charge for reporting on assessments is not refundable at any time.

Smart & Skilled Refunds – Where applicable to your course enrolment

We maintain a transparent and fair refund policy that complies with Section 6.5 of the Smart and Skilled Fee Administration Policy and ensures students are fully informed of their rights prior to enrolment. The policy covers full, partial, and no-refund scenarios, with specific reference to student withdrawals, credit transfer (CT), recognition of prior learning (RPL), and provider-related disruptions.

Withdrawal without Penalty

Students who withdraw from training on or before the published “withdrawal without penalty” cut-off date are entitled to a full refund of any student fees paid at enrolment. This date is clearly stated in pre-enrolment information and in the student’s confirmation of enrolment. No administrative fees will be withheld in these cases.

Withdrawal after the Cut-Off Date

Where a student withdraws after the cut-off date, they may be eligible for a partial refund, depending on the units of competency commenced or completed. A **Statement of Fees** and a record of any **refund issued** will be provided. If the withdrawal is due to factors outside the student’s control (e.g. provider closure, significant changes in delivery mode, medical or personal hardship), a full or partial refund may be issued at the discretion of the CEO or delegate, in line with our compassionate consideration procedures.

RPL/CT Adjustments

Where credit transfer (CT) or recognition of prior learning (RPL) is granted **after enrolment or course commencement**, we will adjust the student fee accordingly. If the student has already paid a higher amount based on the full qualification fee, they will receive a **pro-rata refund** for the units not required. These adjustments are processed once notified by Training Services NSW through the Smart and Skilled data system.