

Fees and Refunds

Policy Principles

ALC follows these principles when managing fees:

- ALC provides **clear information** about all course fees.
- All financial information is handled according to **ASQA**, State Training Authority rules and Australian financial legislation.
- Your personal financial details are protected under the **Australian Privacy Principles**.
- ALC offers **flexible payment options** where allowed, so cost does not prevent anyone from studying.
- ALC aims to make education **accessible to everyone**.

Course Fees (Fee-for-Service)

- ALC keeps fees **fair, competitive and clearly listed** in the Schedule of Fees.
- Any fee changes are **announced in advance** and include the date they start.
- Course fees are listed in all course information and enrolment documents.
- In some cases, fees may be **negotiated** with approval from ALC Directors.

Additional fees

Some extra fees may apply:

- Credit Transfer: No fee
- Resource fees: Only for some courses (listed on your invoice)
- Re-marking after 3 attempts: \$25 per unit
- Replacement qualification/record: \$20
- Replacement card: \$16
- Re-issued academic statement:
- From computer system: \$20
- From archive: \$30

Payment Arrangements

Fee for Service Course Fees

- All Fee-for-Service courses are paid through a **payment plan**.
- Students cannot pay more than **\$1,500 upfront**.
- Employers may pay more than \$1,500 upfront (recorded in the employer agreement).
- Payment schedules are provided **in writing at enrolment**.
- Flexible payment options include instalments, credit card, direct debit, EFT and cheque.

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- **All fees must be paid** before your certificate can be issued.
- **If Payments Are Late**
 - If a payment is overdue for **more than 14 days**, ALC may **pause your training or assessment** until payments are up to date.

Outstanding Fees

If fees remain unpaid, ALC will follow up with you.

Students may be **suspended** until fees are paid

For help, email info@alo.edu.au

Refunds

Fee for Service Refunds

General Refund Rules

- Refund requests must be in writing.
- Refunds are processed within 21 business days.
- Refund requests must be lodged within two weeks of your withdrawal date.
- If you have already started training, refunds are generally not available.

Full Refunds

You will receive a **full refund** if:

- A unit is cancelled or moved to a time you cannot attend.
- You cannot be placed in a class because it is full.
- You provide valid evidence showing you cannot start the course (submitted **5 business days before** the course begins).
- ALC cancels a class due to low numbers, no trainer available or other provider-related reasons.

Part Refunds

If you withdraw **before the unit's withdrawal date**, you may receive:

- A **full refund** if less than **20% of the unit** has passed.
- A **50% refund of the resource fee** for courses below Diploma level.

Pro Rata Refunds (Special Circumstances)

The Director may approve a pro-rata refund if you withdraw due to serious personal circumstances, such as:

- Serious illness
- Injury or disability

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- Other exceptional reasons

You must provide supporting evidence (e.g., medical certificate).

Refunds Following Re-Assessment

If you request a review of your assessment:

- A re-assessment fee applies (see Incidental Charges).
- If your result changes from **Not Yet Competent** to **Competent**, the **\$25 re-assessment fee** will be refunded.
- The **\$50 reporting fee** is **not refundable**.

Smart & Skilled FUNDING Refunds

ONLY applicable if student is enrolling under Smart & Skilled Training

Refunds and Fee Adjustments Policy

(Smart and Skilled Compliance – 2026 Framework)

Overview

ALC follows the Smart and Skilled rules to make sure refunds are fair, clear and consistent. Students are told about fees and refund rights before they enrol. Refunds may be full, partial or not applicable depending on the situation, including withdrawals, **credit transfer** (CT), **recognition of prior learning** (RPL), or provider-related issues.

1. When You Can Get a Full Refund

You will receive a **full refund** if you withdraw **on or before** the published withdrawal without penalty date.

ALC will:

- Check your withdrawal date
- Refund all fees paid
- Give you a Refund Statement

This date is listed in your pre-enrolment information, Student Handbook and Confirmation of Enrolment.

2. Withdrawing After the Cut-Off Date

If you withdraw **after** the cut-off date, you may get a **partial refund**. This depends on which units you have started or completed.

ALC will:

- Review your training progress
- Calculate any refund based on Smart and Skilled rules
- Provide a Statement of Fees explaining the outcome

3. Special Circumstances

If you withdraw because of reasons outside your control, such as:

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- *Provider closure*
- *Major changes to how your course is delivered*
- *Medical or personal hardship*

The CEO may approve a **full or partial refund** under ALC's compassionate procedures.

If you disagree with a decision, you can use the **complaints and appeals process**.

4. RPL and Credit Transfer Adjustments

If CT or RPL is granted **after you enrol**, your fees will be adjusted.

This may include:

- *Recalculating your fees*
- *A **pro-rata refund** for units you no longer need*
- *An updated Statement of Fees*

Adjustments are made once confirmed through the Smart and Skilled system.

5. If ALC Cannot Continue Training

If ALC cannot deliver your course due to provider-related issues (e.g., closure or loss of scope):

- *You will receive a **full refund** for any training not delivered*
- *ALC will help you move to another provider if needed*

6. How We Keep Records

ALC keeps accurate records of:

- *Refunds*
- *Fee adjustments*
- *CT/RPL decisions*
- *Compassionate outcomes*
- *Student communication*

These records are kept for audit purposes under Smart and Skilled rules.

7. Who Does What

- **CEO/Delegate:** Approves special refunds
- **Compliance Manager:** Ensures Smart and Skilled compliance
- **Admin Team:** Processes refunds and fee changes
- **Trainers/Assessors:** Report CT/RPL outcomes

8. Policy Review

This policy is reviewed every year or sooner if Smart and Skilled rules change.