



RTO no. 88041

St John Ambulance Tasmania

Training Procedure: Fees and Refunds

TPOL-008 Fees and Refund

The objective of the Fees and Refund Policy for St John Ambulance Australia (SJAA) is to ensure that SJAA has clear policies and procedures for the administration and implementation of course fees and refunds. It outlines how and when fees will be charged for courses, RCC and RPL assessment and how refunds will be processed.

This policy relates to all fees charged to participants attending a SJAA training course, course materials, RCC or RPL assessment and other levies, if applicable.

SJAA shall demonstrate it has processes to meet and maintain the requirements as set down in the Standards for Registered Training Organisations.

1. All individuals enrolling into a SJAA training course will be fully informed, prior to enrolment, of the course fees and refunds.
2. All group clients will be fully informed, prior to agreement to proceed with the group booking, of the course fees and refunds. With prior approval of the Accounts Department, payment may be made by invoice.
3. SJAA shall accept a wide range of payment methods for a participant wishing to enrol into a training course. They include:
 - 3.1. Visa
 - 3.2. MasterCard
 - 3.3. Cash
 - 3.4. Direct Deposit
4. All course fees are payable in advance (unless prior arrangements have been made).
5. Concession Rates are available to full time participants, the unemployed and pensioners. SJAA requires a copy of the full-time participant's card/participant enrolment advice, Health care card or signed unemployment authorisation from Centrelink, Pension or Senior Citizens Card prior to enrolment into a course.
6. If a participant is unable to attend a class:
 - 6.1. They may transfer to another class where written notice of transfer is received at least two business days prior to the commencement date of the original class, a vacancy exists in the new class. A \$25 administration fee may be charged.
 - 6.2. They may choose to have St John hold a credit for their training, in order to rebook at a later stage. St John will hold this credit until the end of the financial year the payment was received in.
 - 6.3. They may receive a full refund where written notice, along with presentation of the receipt, is received at least five business days prior to the class commencement date. A \$25 administration fee may be charged.
7. A substitute participant may attend a class at no extra charge provided that St John receives notice prior to the course date, and the replacement participant has completed any required reading and/or course pre-requisites. This arrangement is "subject to approval of St John Ambulance Australia

8. If a class is cancelled, participants will receive a full refund of fees paid.
9. If a company or organisation has a contractual agreement with St John to deliver training, the course transfer and cancellation policy will be included in the contract.
10. Recognition of Prior Learning may attract a fee. A participant applying for a RPL assessment will be advised of the fee before commencing the RPL process.
11. Where a participant pays more than \$1500 in course fees prior to the course starting, SJAA will ensure that a bank guarantee is held for an amount no less than the total amount of prepaid fees in excess of \$1500 per participant.