



FEE ADMINISTRATION AND REFUND POLICY

RELEVANT STANDARD(S):

National Vocational Education and Training Regulator (Outcome Standards for NVR Registered Training Organisations) Instrument 2025 – Standards 2.1

National Vocational Education and Training Regulator (Compliance Standards for NVR Registered Training Organisations and Fit and Proper Person Requirements) Instrument 2025 – Clause 18. Prepaid fee protection measures

PURPOSE

Core Skills Training Services adheres to the relevant compliance and legislative frameworks such as the Standards for Registered Training Organisations (RTOs) 2025. As such, Core Skills Training Services will provide transparency in the application and administration of fees and charges including refund and will put in place a fair and reasonable refund process according to Australia's consumer protection laws.

The purpose of this policy is to provide for the appropriate application and administration of fees and handling of VET student refunds.

POLICY PRINCIPLES

Core Skills Training Services implements fair and reasonable refund practices and transparent processes for fee application and administration. Core Skills Training Services will ensure that:

1. prospective students are aware of its fee policies in order to make informed decisions about enrolment in a course;
2. its fee and refund policy is prominent and accessible to its staff, prospective students, and existing students;
3. it implements and maintains a process for fair and reasonable refunds and fees paid; and
4. it provides refunds for fees and charges paid by VET students, where training and assessment activities have not been delivered

Fee Administration Policy Principles

Fee Information

1. Core Skills Training Services will inform its prospective students and employers (if applicable) of the full and accurate course fees associated with the training and the refund policy before enrolment.
2. Core Skills Training Services will ensure that the fee and refund policy is accessible to its staff, prospective students and existing students. The fee information will include but will not be limited to the following information:

- a. Breakdown of the course fee (if any)
 - b. Fee and Refund policy
 - c. Incidental fees
 - d. Compulsory fees
 - e. Additional charges or co-contributions
 - f. Methods of fee collection
 - g. Process for recovery of outstanding student fees
3. For any incidental fees that may be applicable, Core Skills Training Services will inform the prospective student before enrolling that such fees are a charge for an essential good or service and that the student has a choice of acquiring this from a supplier other than Core Skills Training Services.

Fee Administration

1. Core Skills Training Services will only charge fees for accredited training in accordance with the fee information published and provided to the prospective student and the Fee Administration and Refund Policy.
2. Core Skills Training Services will retain accurate course fee payment, waiver, exemption or refund records for each student.
3. Core Skills Training Services will require payment prior to commencement of training.
4. Core Skills Training Services will apply standard student fees for Fee-for-Service (FFS) students.
5. Core Skills Training Services will allow participant course fees to be paid on behalf of the student by their employer.
6. Core Skills Training Services will maintain arrangements for the protection of any fees paid in advance in accordance with Compliance Requirements 18 and 19.

Fee Payment Arrangements

1. Core Skills Training Services ensures that its financial practices promote the protection of fees (paid in advance and exceeding \$1,500) made by any student. Core Skills Training Services will only adhere to the accepted fee protection measure to protect fees in excess of the threshold fee amount of \$1,500 as stated in Compliance Requirement 18 – Accountability (Prepaid Fee Protection Measures) Standards for RTOs 2025.
2. Fees must be paid in full before certification will be issued.

3. If payment instalments/arrangements are in place, and payment becomes overdue and remains unpaid for a period in excess of 14 days, Core Skills Training Services reserves the right to suspend the student's learning or assessments (or both) until all fee payments are up to date.
4. Flexible payment arrangements, such as instalments, credit cards, direct debit, cheques and EFT remittances are acceptable to accommodate the diverse financial situations of VET students.

Outstanding Student Fees

1. Non-payment of fees by the due date for continuing enrolments will result in suspension of training. Core Skills Training Services will notify all parties in writing if suspension. Once payment has been finalised, parties will be notified of the recommencement of training.
2. Core Skills Training Services will not issue SOAs or Certificates if training fees are outstanding.
3. Core Skills Training Services will inform students of its process for the recovery of outstanding student fees prior to enrolment through its Fee Administration and Refund Policy.

Refund Policy Principles

1. Details of Core Skills Training Services' Refund Policy is publicly available to prospective students and employers (if applicable), staff and existing students and employers (if applicable).
2. Core Skills Training Services will make students aware of the refund policy prior to enrolment.
3. With regard to all withdrawal of training, Core Skills Training Services will first encourage a VET student to continue training or provide other options such as enrolling to another course date, prior to processing refund applications.
4. All refund requests must be done in writing via the **Refund Request Form**. Core Skills Training Services will only acknowledge and review requests based on information provided through the form. Exemptions are made to mitigating circumstances, provided there is supporting evidence.
5. No refunds will be issued for cancellations outside of the Refund Period.
6. For refund applications within the Refund Period, the Refund Request Form must be received by Core Skills Training Services within the Refund Period. A refund of the course fee, less the applicable Administrative Fees, will only be issued if all above criteria have been met and the student has no previous outstanding monies with the Core Skills Training Services.
7. Core Skills Training Services requires written notification of withdrawal from training; this may be via letter, email or the completion of the **Withdrawal from Training Form**. Refund will be assessed upon receipt of the request. Statement of fees that includes all fees applied and any fees refunded (if applicable) will be provided where a student withdraws from training.
8. Core Skills Training Services will process refund requests within 1 week from the day of receipt. The reimbursement procedure for approved refunds may take up to 4 weeks.

9. A non-refundable administration fee of 25% of the full course fee payable (non-discounted) or a minimum of \$250 (whichever is greater) will be subtracted from any refund granted under the terms and conditions outlined in this policy.
10. All refunds will be paid to the person or organisation that originally paid the fees.
11. Core Skills Training Services does not provide refund where:
 - a. A VET student has commenced their course/unit
 - b. There are changes to work hours
 - c. Moving interstate
 - d. Student leaves before full course completion and does not complete qualification after assessment
 - e. Recognition resources and services have been supplied to the VET student.
12. Core Skills Training Services may provide consideration for refund for students who have commenced training with the discretion of the CEO.
13. Core Skills Training Services does not accept liability for loss or damage suffered in the event of withdrawal from a course by a VET student.
14. Core Skills Training Services provides a full refund to all VET students, should there be a need for Core Skills Training Services to cancel a course. In the first instance Core Skills Training Services will (where possible) provide an opportunity for the VET student to attend another scheduled course. If Core Skills Training Services cancels a course, VET students do not have to apply for a refund; Core Skills Training Services will process the refunds automatically.
15. Refunds for cancellation of enrolments and other conditions are granted based on the refunds table in the annex of this policy.

MONITORING AND IMPROVEMENT

Core Skills Training Services' CEO is responsible for ensuring compliance with this policy, and Student Services will process refund requests.

Core Skills Training Services' CEO is responsible for all continuous improvement processes in relation to the fee administration and refund policy and procedure and ensuring all staff are complying with the provisions of this policy.



Annex

Refunds Table

1. Core Skills Training Services Refunds for enrolments are subject to the following refund formula.
2. "Refund Period" – **14 calendar days** of the enrolment application date

Refund Type	Description	Notification Requirements	Non-refundable fee	Refund
Enrolment cancellation / withdrawal from training within the "refund period"	- For all individual units NOT commenced and - For all individual units commenced	- In writing, within the refund period	25% of the full course fee payable (non-discounted) or a minimum of \$250 (whichever is greater) administration and processing fee	- Full refund less the administration and processing fee.
Withdrawal from Course beyond the refund period / "Withdrawal outside the refund period"	Withdrawal from Training - for all individual units commenced / attended / completed from within the course	- In writing, any day beyond the "refund period"	25% of the full course fee payable (non-discounted) or a minimum of \$250 (whichever is greater) administration and processing fee	- No refund or - In some cases, upon the discretion of the RTO, the calculated refund less the administration and processing fee
Course Cancellation	Cancellation of a course by the RTO (for any reason)	N/A	N/A	



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Refund Type	Description	Notification Requirements	Non-refundable fee	Refund
Withdrawal – “not of their own accord”	Where training ceased due to RTO closure	N/A	25% of the full course fee payable (non-discounted) or a minimum of \$250 (whichever is greater) administration and processing fee	Full refund or referral to a different service provider

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Fee Administration and
Refund Policy v1.0

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VERSION CONTROL

Version Control Table					
Date	Summary of Modifications	Modified by	Version	Date of Implementation	Next Review Date
27/10/2025	Document creation	Core Skills Training Services	v. 1.0	22/10/2025	21/10/2026

RTO INFORMATION

RTO INFORMATION	
Document Name	Fee Administration and Refund Policy v1.0
RTO/Company Name	Core Skills Training Services
ABN	48 670 434 125
RTO Code	#46481
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