FEES AND REFUNDS POLICY

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PURPOSE

The purpose of this policy is to outline the performance standards and expectations of INSCOPE TRAINING PTY LTD in ensuring compliance with relevant regulatory, funding agreement requirements and consumer law. Specifically, this policy supports alignment with:

- Standard 2.1 of the National Vocational Education and Training Regulator (Outcome Standards for NVR Registered Training Organisations) (referred to herein as the Outcome Standards), by ensuring that students are provided with clear, accurate, and current information regarding all fees, costs, and charges payable; and
- National Vocational Education and Training Regulator (Compliance Standards for NVR Registered Training Organisations and Fit and Proper Person Requirements) (referred to herein as the Compliance Requirements), which set out broader obligations for organisational integrity and responsible conduct in relation to prepaid fees.
- Clause 12.1 of the Queensland Vocational Education and Training Skills Assure Supplier Agreement and Appendix 1: Fee Conditions of the Skills Assure Supplier Policy 2025-2028, by ensuring that students are informed prior to enrolment the total co-contribution (out-of-pocket) fees for the course, how the co-contribution fees can be paid, how the co-contribution fees are calculated, who has full fee exemption or partial fee exemption.
- Clause 16 of the Smart and Skilled Contract Terms and Conditions, Smart and Skilled Operating Guidelines, 2025-2026 Activity Period and Smart and Skilled Fee Administration Policy, Version 5.0.
- Competition and Consumer Act 2010

This policy underpins the organisation's commitment to transparency, accountability, and regulatory compliance in all student-related financial matters.

SCOPE

This policy applies to:

- All prospective students looking to enrol in a course delivered by INSCOPE TRAINING PTY LTD;
- All current students enrolled in any fee for service course or government funded course with co-contribution (out of pocket) fees delivered by INSCOPE TRAINING PTY LTD; and

All INSCOPE TRAINING PTY LTD staff involved in the marketing, recruitment, enrolment, training & assessment of students.

POLICY STATEMENT

INSCOPE TRAINING PTY LTD is entitled to charge fees for training and assessment services that lead to nationally recognised qualifications or non-accredited courses. These fees include course fees, co-contribution fees for subsidised training, and cost recovery fees for services that are not required for the standard delivery of training and assessment services and awarding of the Qualification as outlined in this policy and where State Training Authorities permit.

INSCOPE TRAINING PTY LTD may suspend or discontinue training and assessment services if fees are not paid, unless otherwise directed by State Training Authorities. Certificates and Statements of Attainment may be withheld until all outstanding fees are paid, except where prohibited by State Training Authority requirements.

Students are entitled to refunds under the circumstances outlined in this policy, and INSCOPE TRAINING PTY LTD will ensure fair and equitable refund procedures are applied at all times. The organisation will comply with prepaid fee protection obligations by limiting upfront payments to the lesser of 30% of the total course cost or $1,500, and by implementing measures to safeguard prepaid fees.

DETERMINING FEES AND CHARGES

Fee structures at INSCOPE TRAINING PTY LTD will vary depending on the course a student is enrolled in and their eligibility for funding:

- Fee for Service - in response to market feedback, competitors pricing and the CPI.
- Funded - if student is not eligible for full funding, co-contribution fees are determined by the funding agreement and policy. Co-contribution fees must represent the total cost to the student, including any enrolment charges, tuition, services and materials fees, and all other mandatory costs related to delivering training, assessment and awarding the qualification. Fees cannot be charged for:
    - Outcome 60 – Credit Transfer

- Outcome 65 – Transitional gap training
- Student cohorts exempt from paying co-contribution fees

FUNDED

Skills Assure Supplier (QLD)

VETiS 2026: General Training Pathway

Inscope Training delivers Certificate I & II Qualifications through the General Training Pathway as a Skills Assure Supplier under the VETiS2026 program. Students must meet the eligibility requirements to be fully funded. If eligible, there are no co-contribution (out of pocket) fees for students. If ineligible, the students pay a fee for service (co-contribution fee) for the course set by INSCOPE TRAINING PTY LTD, that represents a meaningful contribution toward the cost of training and must not be set at an artificially low rate to attract or incentivise student enrolment.

Career Start: Apprenticeships or Traineeships Pathway

Inscope Training delivers Certificate III Qualifications through the Apprenticeship or Traineeship Pathway as a Skills Assure Supplier under the Career Start program. Unless an exemption applies, students are required to contribute to the cost of training through a co-contribution fee. Co-contribution fees are determined by the Department of Trade, Employment and Training (DTET) and calculated at the current rate of $1.60 per nominal hour for each Unit of Competency (UOC) at the commencement of each UOC.

Eligibility for exemptions is as follows:

- Fully funded: No co-contribution fee applies. Student meets eligibility requirements under fee-free apprenticeships initiatives (i.e. Free Apprenticeships for Under 25s) or is a school-based apprentice
- Partial fee exemption: Students pay 40% of the co-contribution fee ($0.64 per nominal hour for each unit of competency).

Further information on full and partial fee exemptions is available on the Inscope Training website Funding page. This includes the Schedule of Fees, which provides the total co-contribution amount and a detailed breakdown for each course.

Smart and Skilled Provider (NSW)

Apprenticeship Pathway

Inscope Training delivers Certificate III Qualifications through the apprenticeship pathway as a Smart and Skilled Provider. Student must be employed as an apprentice. Under the NSW Government's Fee-free Apprenticeship Initiative, NSW apprentices who commence, recommence or complete an apprenticeship and is undertaking a subsequent apprenticeship after 1 July 2018, are eligible for free training.

TPPPQ Program

Inscope Training delivers Targeted Priorities Pre-Vocational and Part Qualifications (TPPPQ) to eligible students in NSW. A student undertaking a part qualification under the TPPPQ program will not be charged a fee.

FEES AND CHARGES

Fees are payable when a student has received a confirmation of enrolment or for qualification courses, at the opening of a unit upon confirming enrolment. The RTO Manager is responsible for approving the INSCOPE TRAINING PTY LTD fee charges and payment plan schedules.

Information provided to prospective students during the pre-enrolment process and as published in the relevant upfront material, such as the Schedule of Fees (Co-contribution fees under Skills Assure Supplier), course landing page on Inscope Training's website, Student Handbook and course brochures will outline:

- The total amount of all fees, including course fees, administration fees, material fees and any other charges for enrolling in a qualification/training program.
- Payment terms, including the timing and amount of fees to be paid and any nonrefundable administration fees.
- The nature of the guarantee given by INSCOPE TRAINING PTY LTD to honour its commitment to deliver services and complete the training and/or assessment once the student has commenced study.
- Any fee reductions or exemptions available to students.
- The fees and charges on a cost recovery basis for services that are not required for the standard delivery of training and assessment services and awarding of a Qualification (i.e. issuance of a replacement qualification, postage services beyond the standard rate etc).
- Additional costs that may incur from Training and Assessment such as equipment, materials or licencing applications, where negotiated and agreed upon prior to enrolling in training and training commences.

PAYMENT OF FEES

Payment terms are upon receipt unless stated otherwise.

Opportunities are available for students or employers to pay fees through instalments, by applying for and entering a payment plan with INSCOPE TRAINING PTY LTD. Refer to Student Financial Hardship Policy.

INSCOPE TRAINING PTY LTD may suspend or discontinue training and assessment services if fees are not paid unless stated otherwise by State Training Authorities.

INSCOPE TRAINING PTY LTD may withhold any Certificate or Statement if fees are unpaid on completion or withdrawal from enrolment unless stated otherwise by State Training Authorities. Where the fee is negotiated directly with the employer, INSCOPE TRAINING PTY LTD will notify the Directorate within 10 business days of the fee being agreed.

Fee for Service

Short Courses: Fees for training and assessment are invoiced directly to a student on the completion of the payment task during their enrolment application and are payable upon receipt. Learning content is unlocked upon payment. Where the fees are paid for by an employer, the invoice must be issued and paid prior to the student enrolling in the course. Payment terms are 7 days. The fee payment must be made to confirm student enrolment from INSCOPE TRAINING PTY LTD.

Qualifications: Fees for training and assessment are invoiced directly to a student or employer in instalments throughout the course of the training to ensure we comply with the protecting pre-paid fees obligations (see below). The first instalment is invoiced upon confirming enrolment. If paid for by the student, the fee payment must be made to unlock learning content. If paid for by an employer, the fee payment must be made within 7 days of receiving an invoice from INSCOPE TRAINING PTY LTD.

Funded

Skills Assure Supplier (QLD)

If a student is required to pay co-contribution fees for training and assessment under SAS funded programs, these are invoiced directly to student or employer at the opening of a unit upon confirming enrolment. Learning content is unlocked when an invoice is issued by INSCOPE TRAINING PTY LTD. When an employer is invoiced, payment terms are 7 days.

Upfront charging and collection of the total co-contribution fee is prohibited. Inscope Training Pty Ltd will only request an upfront payment equal to the lesser amount of either 30% of the total co-contribution fee in line with SAS Agreement or $1,500, in line with prepaid fee protection obligations under RTO Standards.

METHODS OF PAYMENT

Payments will be accepted via the following options:

- direct bank deposit to Inscope Training's operating bank account;
- via Stripe (card) payment;
- PayPal;
- After Pay

PROTECTING PRE-PAID FEES

Fees only become payable after enrolment. Standard 18 of the Compliance Requirements sets out the prepaid fee protection measures to be observed by INSCOPE TRAINING PTY LTD, in its dealings with students. It provides that where an RTO or third party receives prepaid fees from or on behalf of an individual in excess of $1,500 in relation to the same VET course (the threshold prepaid fee amount), the organisation must implement one or more of the following arrangements:

- an unconditional financial guarantee from a bank operating in Australia, provided:
    - at all times, the guarantee is at least equal to the total amount of prepaid fees held by the organisation in excess of the threshold prepaid fee amount; and
    - the costs of establishing and maintaining the guarantee are met by the organisation. Note: For example, where an NVR registered training organisation receives prepaid

fees of $2000 from three individuals (totalling $6000), the guarantee must be at least equal to $1500 (i.e. $500 multiplied by three).

- a current membership with a tuition assurance scheme operator which, if the organisation is unable to provide services for which the individual has prepaid, must ensure:
    - the individual will be placed into an equivalent course at a location suitable to the individual and receive all services for which the individual has prepaid at no additional cost to the individual; or
    - if an equivalent course cannot be found – the individual will be refunded the prepaid fees which are in excess of the threshold prepaid fee amount.
- any other fee protection measure approved by the National VET Regulator.

INSCOPE TRAINING PTY LTD acknowledges that it has a responsibility under the Compliance Requirements to monitor the fees paid by students in advance of their training and assessment services being delivered. To meet our responsibilities, INSCOPE TRAINING PTY LTD will accept payment of no more than $1,500 (known as the Threshold prepaid fee amount) from each student prior to the commencement of the course. This requirement applies regardless of the payment for the fees are being made directly or through a third party. Following the course commencement, INSCOPE TRAINING PTY LTD may require payments of additional fees as per the schedule of fees from the student but only such that at any given time, the amount required to be paid in advance is consistent with the portion of training being delivered.

REFUNDS

INSCOPE TRAINING PTY LTD will ensure they have a fair and equitable Fees and Refunds Policy in place containing guidelines guaranteeing the refund of fees to students under reasonable circumstances.

The RTO Management guarantees INSCOPE TRAINING PTY LTD's sound financial position and safeguards Student fees until used for training/assessment.

The following principles underpin this policy:

- Details of INSCOPE TRAINING PTY LTD Fees and Refunds Policy are to be publicly available.
- Payment of all refunds is made within 14 business days of application for refund.
- For withdrawals from fee for service short course, INSCOPE TRAINING PTY LTD will firstly encourage a student to enrol on another course date, prior to processing refund applications.
- Refunds for withdrawals after the commencement of a fee for service or funded qualification courses will be made on a sliding scale based on commencement of training of paid units.
- Written notification of withdrawal from a training program must be provided by a student to apply for a refund for a course. This may be via letter, email, or the completion of the refund form on our website.
- There is no refund for recognition of prior learning assessments after enrolment, where Recognition resources and services have been supplied to the student.
- INSCOPE TRAINING PTY LTD does not accept liability for loss or damage suffered in the event of withdrawal from a course by a student.

- There is no refund to participants who do not obtain competency after assessment.
- INSCOPE TRAINING PTY LTD provides a full refund to all students, should there be a need for INSCOPE TRAINING PTY LTD to cancel a course. This is inclusive of the circumstance where INSCOPE TRAINING PTY LTD or the third party providing on behalf of INSCOPE TRAINING PTY LTD ceases to deliver the training product or no longer approved to deliver funded training. If only part of the training product has been ceased, the refund will be calculated according to the proportion of delivery time of the part in relation to the whole training product (i.e. if a qualification is cancelled, but 4 out of the 7 units prepaid by the student have been completed, and 1 started but not completed then student would receive full refund on the units not yet completed or started.)
- INSCOPE TRAINING PTY LTD reserves the right to cancel or postpone a course to an alternative date. All registered participants affected by such changes will receive a full refund or be offered the opportunity to transfer to the next available course program.
- No refunds will be made after the commencement of a short course unless the Participant can provide a medical certificate or show extreme personal or financial hardship. In this case, Transfer to another date may be possible at the discretion of INSCOPE TRAINING PTY LTD management. We encourage students under financial hardship to refer to the Student Financial Hardship Policy.
- INSCOPE TRAINING PTY LTD cannot be held responsible for any costs incurred due to a cancelled event due to conditions beyond our control, extreme weather events or insufficient enrolments.
- Refunds will be processed using the original payment method. For example, if payment was made by credit card through Stripe, the refund will be issued via Stripe to the same credit card.
- Students receive an automated email when a refund has been processed.

Short Courses

For 100% online awareness or standalone accredited courses **with no practical workshop** (trainer does not deliver any part of the training face-to-face. Trainer may provide feedback on assessments submitted), refunds will be provided in accordance with the following circumstances:

REASON FOR REFUND	NOTIFICATION REQUIREMENTS	REFUND
Student withdraws with no training commenced	In writing, within 30 business days of course enrolment.	100% of the course fee (paid by the student)
Student withdraws after commencing training	n/a	Nil refund
Student withdraws after commencing RPL	After Enrolment, where RPL resources and services have been supplied to the student.	Nil refund
Student withdrawn from the course by INSCOPE TRAINING PTY LTD	After course commencement, due to inappropriate behaviour.	Nil refund
Course cancelled by INSCOPE TRAINING PTY LTD	n/a	100% of the course fee (paid by student)

Doesn't meet eligibility criteria and no training commenced (age, ID requirements, USI, course prerequisites, location, insufficient skills check)	In writing, within 30 business days of course enrolment.	100% of course fee (paid by student)

Students have three months to complete 100% online short courses failing which students will need to re-enrol and will not be eligible for a refund. Students may request an extension in writing, prior to this three-month period, which may be granted at Inscope Training's discretion.

For standalone accredited courses **with a practical workshop** (trainer provides all or part of the training face-to-face, including virtual real-time training):

REASON FOR REFUND	NOTIFICATION REQUIREMENTS	REFUND
Student withdraws with no online training commenced	In writing, more than 2 business days prior to the workshop commencement	100% of the course fee (paid by the student)
Student withdraws with online training commenced	In writing, more than 2 business days prior to the workshop commencement.	Reschedule workshop to another time at no additional cost or 100% of the course fee less $50+GST administration fee
Student withdraws after commencing RPL	After Enrolment, where RPL resources and services have been supplied to the student.	Nil refund
Student withdraws	In writing, less than 2 business days prior to workshop commencement.	Reschedule workshop to another time with the reschedule fee of $50+ GST administration fee or Nil refund
Student withdrawn from the course by INSCOPE TRAINING PTY LTD	After course commencement, due to inappropriate behaviour or workshop no show without prior communication or workshop show without completing compulsory online component	Nil refund
Course cancelled by INSCOPE TRAINING PTY LTD	n/a	100% of the course fee (paid by student)
Scheduling conflict	Student was unable to attend rescheduled delivery without providing notice prior to course commencement	Nil refund
Private workshop withdrawn or rescheduled	In writing, more than 7 business days prior to the scheduled workshop	Reschedule workshop to another time at no additional cost or 100% refund less $50+ GST administration fee per student.

Private workshop withdrawn or rescheduled	In writing, less than 7 business days prior to the schedule workshop	Reschedule workshop to another time with a rebooking fee of 50% of course cost (max $500) or Nil refund
Enrolled Secondary School Student withdraws or withdrawn by Inscope Training	Prior or after course commencement with notification, or workshop no show with notified absence	Full refund or reschedule workshop to a public workshop another time at no additional cost.
Enrolled Secondary School Student withdraws or withdrawn by Inscope Training	After workshop commencement, due to unnotified absence, or workshop show without completing compulsory online component, or inappropriate behaviour	Nil Refund
Doesn't meet eligibility criteria (age, ID requirements, USI, course prerequisites, location, insufficient skills check)	In writing, within 30 business days of course enrolment	100% of course fee (paid by student)

QUALIFICATIONS

Refunds for enrolments on nationally recognised qualifications are subject to the following:

Fee for Service

REASON FOR REFUND	NOTIFICATION REQUIREMENTS	REFUND
Student withdraws with no training commenced	In writing, within 30 business days of course enrolment	100% of the course fee (paid by the student or employer) less $250+GST administration fee
Student withdraws after commencing training	In writing, prior to the proposed completion date	Refunds are determined on a sliding scale based on commencement of paid training of units. 25% commenced - 75% refund less $250+ GST admin fee 50% commenced = 50% refund less $250+ GST admin fee 75% commenced = 25% refund less $250+ GST admin fee
Student withdraws after commencing RPL	After Enrolment, where RPL resources and services have been supplied to the student.	Nil refund
Student withdrawn from the course by INSCOPE TRAINING PTY LTD	After course commencement, due to inappropriate behaviour.	Nil refund

Course cancelled by INSCOPE TRAINING PTY LTD	n/a	100% of the course fee (paid by student or employer)

Funded

Skills Assure Supplier (QLD)

REASON FOR REFUND	NOTIFICATION REQUIREMENTS	REFUND
Student withdraws with no training commenced	n/a	100% of the co-contribution fee (paid by the student or employer) or additional fees beyond the co-contribution fees (paid by the employer)
Student withdraws after commencing training	In writing, prior to the proposed completion date	Refunds for co-contribution fees or additional fees (paid by employers) are determined on a sliding scale based on commencement training of units. 25% commenced = 75% refund 50% commenced = 50% refund 75% commenced = 25% refund
Student withdrawn from the course by INSCOPE TRAINING PTY LTD	After course commencement, due to inappropriate behaviour.	Refunds for co-contribution fees are determined on a sliding scale based on commencement training of units. 25% commenced - 75% refund 50% commenced = 50% refund 75% commenced = 25% refund
Course cancelled by INSCOPE TRAINING PTY LTD	n/a	100% of the co-contribution fee (paid by student or employer)

GOODS AND SERVICES TAX (GST)

For nationally recognised short courses and qualifications offered by Inscope Training, goods and services tax (GST) will be exempt under section 195-1 of the A New Tax System (Goods and Services Tax) Act 1999 (GST Act). The Australian Taxation Office Goods and Services Tax Ruling GSTR 2003/1 explains the circumstances in which the supply of a course for 'professional or trade course' will be GST-free.

In circumstances where Inscope Training provides goods or services that attracts GST (i.e. Awareness courses or products), Inscope Training will comply with the requirements of the GST Act.

OTHER FEES

Fees that may be incurred, as separate from training and assessment fees, may include:

- Re-issuing a certificate after it has been initially issued to student
- Printing and administrative costs (where applicable)
- Optional products such as laminated certificate, skills card, MMS images
- Optional mail and shipping (excluding Australia Post Standard Postage)
- Re-assessment services
- Travel costs for private workshops
- Trainer fee for private short course workshops
- If students have not completed their enrolment tasks two business days prior to the workshop, INSCOPE TRAINING PTY LTD may postpone the workshop, which requires payment of a rebooking fee of $50 +GST per student.

These fees are provided to the student/client prior to invoicing. It is to be made clear if these services will include GST. All miscellaneous charges are to be based on a cost recovery basis and are not intended to be a source of profit.

Inscope Training must not charge students under funded programs any additional fees except where specified in the State Training Authorities Agreements. If additional fees are applicable, Inscope Training must publish on its website any additional costs that will be or may be incurred and ensure the student is aware of these costs prior to enrolment.

Inscope Training currently absorbs all merchant fees associated with student or employer payments made via the listed methods of payments in this policy at the time of transaction This means no additional surcharge is applied by INSCOPE TRAINING PTY LTD during the payment processing. Any fees or charges imposed by the payment provider after the transaction has been completed—such as account service fees, currency conversion fees, or late payment penalties—are the responsibility of the payer and not INSCOPE TRAINING PTY LTD.

STATUTORY COOLING OFF PERIOD

- Under this policy the following will apply in circumstances where the enrolment has been unsolicited:
- Unsolicited students who give notice to cancel their enrolment within ten (10) business days from the date of completion of their enrolment checklist with INSCOPE TRAINING PTY LTD, will be entitled to a full refund of fees paid.
- This policy complies with the Australian Consumer Law required statutory cooling off period for the sale of goods and services.
- It is a requirement under the Compliance Requirements to comply with all applicable Commonwealth, State and Territory laws, including the Australian Consumer Law.
- Unsolicited students who cancel their enrolment ten (10) or more business days after the signing of their enrolment checklist with INSCOPE TRAINING PTY LTD, will not be entitled to a refund of their fees.
- An exception to this policy is where INSCOPE TRAINING PTY LTD fails to fulfil its service agreement and fees are refunded under our guarantee to students.
- Discretion may be exercised by the RTO Manager in all situations if the student can demonstrate that extenuating or significant personal circumstance led to their withdrawal.

- The RTO Manager may authorise a refund of tuition fees if the circumstances require it.
- Refunds will not be issued to students after qualification commencement in the case of:
    - Change in employment status
    - Moving away from the Campus
    - Change of mind outside of the statutory cooling off period
    - Lack of progress towards qualification completion.

COMPLAINTS, APPEALS AND FEEDBACK TO DECISIONS

INSCOPE TRAINING PTY LTD values your feedback and is committed to continuously improving the quality of the training and support we offer. We encourage all students to share their feedback, make appeals, and raise any complaints they may have regarding this policy. Students can make a complaint or appeal through our web form located on our website under Train with Us> Student Resources.

PROCEDURE

Information Disclosure

Prior to enrolment, students receive clear, accessible information regarding fees, refund conditions, and protection mechanisms via Schedule of Fees (Co-contribution fees under Skills Assure Supplier) if applicable, website, Student Handbook and course brochures.

Fee Payment

Fee for Service

Short Courses: Fees for training and assessment are invoiced directly to a student on the completion of the payment task during their self-enrolment application and are payable on receipt of invoice.

Qualifications: Fees for training and assessment are invoiced proportionally throughout the training, directly to a student or employer. First invoice is on confirming enrolment and then invoiced accordingly as a student progresses through the course. At no time will Inscope Training take more than $1500 for 30% of total course cost (whichever is the lesser) from an individual student. Students or Employers must make the payment within 7 days of invoice issue to continue training.

Funded

Qualifications: Refer to the Student Co- Contribution Fees (SCF) Policy – QLD apprenticeships for details.

Pre-paid Fees Protection

Short Courses - Following enrolment, fees are invoiced according to the proportion of training delivered. Due to the low cost of our short courses, payment is required upfront.

Qualifications - If a student is required to pay course fees (fee for service or co-contribution fee under SAS Funded programs) over $1500, students will be invoiced no more than $1,500 (known as the Threshold prepaid fee amount) or no more than 30% of the total course cost from each student prior to the commencement of the course. Following the course commencement, INSCOPE TRAINING PTY LTD may require payments of additional fees (as outlined in the schedule of fees)

from the student but only such that at any given time, the amount required to be paid in advance is consistent with the portion of training being delivered.

Refund Applications

Students requesting refunds must submit a written notification (email, letter, or refund form).

Administration staff will process refund requests in accordance with the refund criteria and notify the student of the decision within 14 business days.

Students who are wishing to Withdraw from a Qualification course that they have already commenced must complete a Deferring, Transferring and Discontinuing Form in line with the Deferring, Transferring and Discontinuing Policy.

POLICY IMPLEMENTATION

The implementation of this policy is supported by:

- Staff induction and training on fees, payment and refund requirements
- Internal audits and validation activities
- Stakeholder feedback
- Version control and quality assurance mechanisms

Compliance with this policy will be reviewed at least annually, as part of INSCOPE TRAINING PTY LTD's quality assurance cycle, in alignment with our Self-Assurance Schedule.

ACCOUNTABILITY

The following table outlines the key roles within the organisation and their specific responsibilities in relation to the implementation, monitoring, and continuous improvement of this policy. Each role is accountable for ensuring the policy is upheld in practice and integrated effectively into relevant operational and compliance processes.

ROLES	RESPONSIBILITIES
Executive Officers	• Ensure overall compliance with legislative requirements the Outcome Standards and funding contracts. • Authorise the final approval of the Schedule of Fees and this Fees and Refund Policy. • Oversee the financial security of student prepaid fees.
RTO manager or delegate	• Develop, maintain, and publish fee schedules, payment plans, and refund processes. • Manage enrolment fee collection, instalment arrangements, and refunds.

	• Monitor compliance with pre-paid fee protection requirements. • Approve payment plans and refunds based on policy.
Training coordinators	• Invoice students accurately according to the fees and Schedule of Fees. • Track payments, payment plans, and trigger follow-up communications where payments are overdue.
Finance Officer	• Process refund applications within designated timeframes.
Marketing and Business Development Staff	• Provide students with accurate fee information during enrolment • Direct students with fee or refund inquiries to the Training Coordinators.
Trainers and Assessors	• Direct students with fee or refund inquiries to the Training Coordinator.
Students/Employers	• Ensure timely payment of fees in accordance with agreed terms. • Submit refund applications in writing, using the Refund Request Form where applicable. • Follow feedback, complaint and appeal processes if dissatisfied with decisions relating to fees or refunds.

MONITORING

The Accountable Officer is responsible for ensuring Policy Instruments are reviewed, normally on a five-year cycle from the date they came into effect or the date of the last review. An earlier review of the Policy Instrument may be initiated if significant regulatory changes occur or a need is identified. A Policy Instrument under review remains in force until the revised Policy Instrument is approved.

POLICY INFORMATION	
Accountable Officer	Compliance Officer
Date Effective	14/10/2026
Review Date	14/10/2027
Version Number	V2.4

REGULATORY FRAMEWORK

This policy has been developed with reference to a range of legislative instruments, standards, guidelines, and regulatory principles that govern our operations as an RTO. These frameworks ensure that we operate with integrity, uphold quality training and assessment practices, and meet our legal obligations to students, regulators, and the broader community.

The following documents underpin the principles and practices outlined in this policy and should be considered in its application:

- AQF Qualifications Issuance Policy
- *Competition and Consumer Act 2010*
- *Corporations Act 2001*
- *Education and Training Reform Act 2006*
- *National Vocational Education and Training Regulator (Outcome Standards for Registered Training Organisations) Instrument 2025*
- *National Vocational Education and Training Regulator Act 2011*
- *National Vocational Education and Training Regulator Regulations 2011*
- *Privacy Act 1988*
- Student Identifiers Act 2014
- Queensland Vocational Education and Training Skills Assure Supplier Agreement
- Smart and Skilled Contract Terms and Conditions & Operating Guidelines

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RELATED DOCUMENTS

For a complete and centralised list of interconnected documents - including associated policies, procedures, forms, and checklists - please refer to the Dependency Matrix located within the Quality Manual. This matrix has been designed to support consistency, version control, and alignment across the broader compliance framework.

DEFINITIONS

To ensure consistency and clarity across all policies, procedures, and supporting documents, INSCOPE TRAINING PTY LTD maintains a centralised Definitions Library, located within the Quality Manual. This resource contains standardised definitions of key terms and acronyms commonly used throughout our quality management system and compliance framework. All documents should be read in conjunction with the Definitions Library to support accurate interpretation and application of terminology. Where a term is used within this policy and is not explicitly defined herein, it should be understood according to its definition in the Definitions Library. The Definitions Library is reviewed and maintained regularly to reflect changes to legislation, regulatory standards, and sector-specific terminology. Any suggestions for additions or amendments to the Definitions Library should be directed to the Compliance Team for consideration as part of our continuous improvement practices.
