



POLICY NAME	Fees, cancellations and refunds policy			POLICY NO.	2024.10
EFFECTIVE DATE	05/02/2024	DATE OF LAST REVISION	12/05/2025	VERSION NO.	2
ADMINISTRATOR RESPONSIBLE	Sarah Burnett		CONTACT INFORMATION	admin@aota.com.au	
APPLIES TO Apply group names to define applicable areas of staff.					
GROUP 1	Trainers and Assessors	GROUP 2	Administration Staff	GROUP 3	Directors and Managers
GROUP 4	Students	GROUP 5	Organisations	GROUP 6	

VERSION HISTORY				
VERSION	APPROVED BY	REVISION DATE	DESCRIPTION OF CHANGE	AUTHOR
1	Sarah Burnett		Initial publication	Sarah Burnett
2	Sarah Burnett	12/05/2025	Updated to include new standards	

APPROVAL AND REVIEW

ADDITIONAL NOTES

SCOPE

This policy is applicable to all potential and existing students of AHRT

POLICY STATEMENT

AHRT charges fees for the delivery of accredited training and assessment.

Terms and conditions for student fees and refunds are provided to students prior to enrolment.

AHRT is subject to all relevant consumer protection laws that apply in New South Wales.

All relevant pre-enrolment and course entry requirements (including course fees) are provided to prospective students on websites, brochures, and other relevant documentation where every effort is made to ensure the information is factual, accurate, regularly updated and easily accessible by potential students and others.

TERMS AND DEFINITIONS

TERM	DEFINITION
Course Fees	Fees charged for training and assessment.
Third Party	An organisation or person other than the RTO involved in delivering training or collecting fees on the RTO’s behalf.
Consumer Law	Refers to the Australian Consumer Law under the Competition and Consumer Act 2010.

POLICY SECTIONS

Course Fees Inclusions and Exclusions

AHRT course fees includes all course materials and access to the required equipment and plant to complete the course. It also includes the issuance of the Statement of Attainment at the successful completion of the course. It does not include:

- PPE
- Additional resources that may b recommended

- Any re-assessment of a National Assessment Instrument
- Administrative costs associated with cancellations
- Access to any hardware or software that maybe required to complete the course

## Payment Terms

Once an invoice has been issued payment is due on the first day of the course, unless previously approved by the CEO. At the time of the booking a \$250 booking fee will be taken to confirm booking. This fee is then deducted from the cost of the course.

Company accounts may apply for special consideration and trading terms. This can be done by contacting the office on 42068378.

## Cooling Off Period

Learners are entitled to a cooling off period when enrolling in a course. They can cancel the course with no penalty as long as it is 5 business days before the course commences.

## Cancellations, Rescheduling and Refunds

AHRT is committed to ensuring students are not placed under any undue financial pressure and understand that circumstances arise beyond peoples control that may result in a cancellation.

Situation	Refund Policy
Cancellation or reschedule more than 7 days prior to the course commencing	Full refund of any monies paid
Cancellation less than 7 days prior to course commencing	No refund of any monies paid
Rescheduling less than 5 days prior to the course	No refund of \$250 deposit
Failure to attend course	No refund of \$250 deposit

## Appeals

Learners and clients have the right to appeal against any decision made under this policy. Appeals must be made in line with the Complaints and Appeals Policy found on the AHRT website.

## Policy Updates

This Policy may change from time to time and is available on our website.

EXCEPTIONS

RELATED POLICIES AND OTHER REFERENCES

New Standards for RTO’s 2025 <https://www.dewr.gov.au/standards-for-rtos>

ROLES AND RESPONSIBILITIES

List the job titles and business offices directly responsible for the policy.

ROLE	RESPONSIBILITY
CEO	Authoring and updating
CFO	Publishing on the internet
Administration Manager	Ensuring all personnel are informed

CONTACTS

List contacts in the table.

SUBJECT	CONTACT	PHONE	EMAIL
CEO	Sarah Burnett	42068378	admin@aota.com.au
CFO	Nigel Burnett	42068378	info@aota.com.au
Administration Manager	Robin Lore	42068378	robin@aota.com.au