



Fees and Refunds Policy

1. Purpose and Scope

Relevant standard: Standards for Registered Training Organisations (RTO's) 2025, Standard 2.1(c) (iii) and Skills Assure Policy 2025-2028

UQ Skills is entitled to charge fees for services provided to students undertaking training and assessment that leads to a nationally recognised outcome. These charges are generally for items such as program materials, textbooks, student services and training and assessment services.

2. Principles and Key Requirements

2.1 Fees payable

Fees are payable when an application has been approved. Student's payments must be made prior to commencing training or within 7 days of receiving an invoice from UQ Skills. UQ Skills may discontinue training if fees are not paid in accordance with the agreed fee schedule. The current fees and charges for UQ Skills are published within the current schedule of fees and charges.

For Skills Assure funded programs, UQ Skills will comply with the fee and refund provision outlined in Appendix 1 of the Skills Assure Policy 2025-2028

- UQ Skills must not collect more than 30% of the total co-contribution fee upfront before training begins.
- If training does not commence, the full amount collected must be refunded in full.

UQ Skills ensure that all fee collection and refund processes are managed in accordance with the National Vocational Education and Training Regulator (Outcome Standards for NVR RTOs) Instrument 2025, and the Fit and Proper Person Requirements.

All financial transaction, including refunds, are processed through traceable and auditable financial systems consistent with UQ Skills Governance Framework.

Refunds will only be made to the original fee payer and all records of payments and refunds will be retained for audit purposes.

Students entering into the Online Animal Care Program will be required to pay an upfront Enrolment Fee.

2.2 Schedule of Fees and Charges

The Chief Executive officer is responsible for approving UQ Skills Schedule of Fees and Charges. The schedule of fees and charges is to include the following information:

- the total amount of all fees including course fees, administration fees, enrolment fee, material fees and any other charges for enrolling in a training program;
- payment terms, amount of fees to be paid and any non-refundable deposit/administration fee;
- the nature of the guarantee given by UQ Skills to honour its commitment to deliver services and complete the training and/or assessment once the student has commenced study;
- any discounts, fee reductions or exemptions available for multiple enrolments, concession card holders, continuing students, group bookings etc;

- the fees and charges for additional services, including such items as issuance of a replacement qualification parchment or statement of results and the options available to students who are deemed not yet competent on completion of training and assessment; and
- UQ Skills refund policy.

2.3 Replacement of text and training workbooks

Students who require replacement of issued text or training workbooks will be liable for additional charges to cover the cost of replacement. Where a student has purchased a text or training workbooks and subsequently cancels his or her enrolment, UQ Skills will not refund monies for the text unless a written request for a refund is received and we are satisfied that the text is in as-new condition. For a full list of replacement charges please refer to UQ Skills schedule of fees and charges.

2.4 Giving notice of enrolment cancellation

A student who wishes to cancel their enrolment must give notice in writing. This may be via email or letter. UQ Skills staff who are approached with initial notice of cancellation are to ensure the student understands their rights with regards to the refunding of tuition fees. The student is also to be advised of other options such as deferring their enrolment.

Students who give written notice to cancel their enrolment and who are eligible for a refund are to be provided with a Refund Request Form. Students' who may not be eligible but are requesting a refund should also be provided with the Refund Request Form so the request can be properly considered by the Student Services Manager.

2.5 Refunds

Fee for Service Students

The following refund policy will apply:

- Students, who give notice to cancel their enrolment 10 business days or more prior to the commencement of a program, will be entitled to a full refund of fees paid.
- Students who give notice to cancel their enrolment 9 business days or less prior to the commencement of a program will be entitled to a 75% refund of fees paid. The amount retained (25%) by UQ Skills is required to cover the costs of staff and resources which will have already been committed based on the student's initial intention to undertake the training.
- Students who cancel their enrolment after a training program has commenced will not be entitled to a refund of fees of any fees paid in advance. An exception to this policy is where UQ Skills fails to fulfil its service agreement and fees are refunded under our guarantee to clients.

Skills Assure funded students

For students enrolled in programs funded under the Queensland Government's Skills Assure Supplier (SAS) Framework, UQ Skills must comply with the Skills Assure Supplier Policy 2025-2028 and the 2025 Standards for Registered Training Organisation (RTO'S)

- A full refund will be provided where training has not commenced at the time of enrolment cancellation.
- A proportionate refund will be issued when a student withdraws from a unit of competency after commencement but before completion,
- Refunds will be issued to employers or industry partners for any additional charges paid beyond the student's co-contribution fee or government subsidy.
- Refunds will be processed within 30 days of withdrawal and paid by electronic funds transfer to the original fee payer.

- Refund decisions and supporting evidence will be recorded and retained in line with the Skills Assure Supplier Evidence Requirements.

Students will be provided with written information about all applicable fees, charges and refund conditions prior to enrolment and payment of fees.

Students will be notified in writing of any changes to fee or refund conditions that may affect them as soon as practicable.

All refund conditions and processes will be available on the UQ Skills website and in pre-enrolment information.

Discretion may be exercised by the Student Services Manager in all situations, if the student can demonstrate that extenuating or significant personal circumstance led to their withdrawal. In these cases, the student should be offered a full credit toward the tuition fee in another scheduled program in-lieu of a refund. Student Services Manager may also authorise a refund of tuition fees if the circumstances require it.

Where refunds are approved, the refund payment must be paid to the student within 30 days from the time the student gave written notice to cancel their enrolment. Tuition refunds are to be paid via electronic funds transfer using the authorised bank account or the credit/debit card used for their initial payment

2.6 Statutory cooling off period

The Standards for Registered Training Organisations require a person is to be informed of their right to a statutory cooling off period, if one is applicable. A statutory cooling off period is defined within the Australian Consumer Law introduced in 2011. A statutory cooling off period (which is 10 days) is a period of time provided to a consumer to allow them to withdraw from a consumer agreement, where that agreement was established through unsolicited marketing or sales tactics. These include tactics such as door-to-door sales and telemarketing. A statutory cooling off period allows a consumer to withdraw from a sales agreement within 10 days of having received a sale contract without penalty. All staff are recommended to refer to the Australian Consumer Law, Sales Practices Guide for further details about a statutory cooling off period and our general obligations for consumer protection during the enrolment process.

UQ Skills do inform prospective students within the student handbook. It must be noted by all staff that UQ Skills do not engage in unsolicited marketing or sales tactics and therefore a statutory cooling off period is not applicable to our students who have enrolled into a program through contacting us. For refund options in other circumstances, students and staff must refer to the refund policy.

2.7 Our Guarantee to Clients

If for any reason UQ Skills is unable to fulfil its service agreement with a student, UQ Skills must issue a full refund for any services not provided. The basis for determining “services not provided” is to be based on the units of competency completed by the student and which can be issued in a statement of attainment at the time the service is terminated.

In the event of course discontinuation, withdrawal of RTO scope or loss of funding approval, UQ Skills will refund all unearned fees related to the undelivered training and assessment services. This applies to both fee-for-service and government subsidised programs.

Where any training or assessment is found to be non-compliant with the Outcome standards for RTOs 2025, including instances where trainers or assessors are identified as not holding the required credentials under the Credential Policy (2025), UQ Skills will offer affected students either:

- A full refund of fees paid for the affected units or
- Retraining at no additional cost

UQ Skills recognises that under the Skills Assure Supplier (SAS) Policy 2025-2028 refund obligations apply specifically to subsidised training programs:

- Refunds must reflect the portion of the co-contribution fee corresponding to units not yet commenced or completed.

- Refunds cannot be paid or transferred as cash incentives, bonuses or referral payments.
- If UQ Skills discontinues or loses approval to deliver a funded qualification, all unearned co-contribution fees will be refunded to students or employers.

2.8 Limiting fees paid in advance

UQ Skills acknowledges that it has a responsibility under the Standards for Registered Training Organisations to limit the fees paid by students in advance of their training and assessment services being delivered. To meet our responsibility, UQ Skills give students the option to pay their fees in full or via instalments (payment plan)

2.9 Learner Fee Protection

If UQ Skills is unable to provide services for which the student has prepaid, the learner will:

- be placed into an equivalent program without having to pay any additional fees for the portion of the course they have paid in advance, or
- be paid a refund of any prepaid fees for services yet to be delivered above the threshold prepaid fee amount of \$1500.00

2.10 Payment of GST

GST is exempt under section 38-85 GSTR 2003/1 Goods and Services Tax, tax ruling. The ruling explains the supply of a program for 'professional or trade program' is a GST-free education program.

ATO reference: <http://law.ato.gov.au/atolaw/view.htm?docid=GST/GSTR20031/NAT/ATO/00001>

Where a student is enrolled in a program which is offering units of competency or a whole qualification, the program fees attached to this enrolment will be exempt from the payment of GST. GST does apply on the payment of some miscellaneous charges where these charges are in addition to and outside the normal services offered in a program. Please refer to UQ Skills schedule of fees and charges for details of what GST is and is not applied to.

2.11 Miscellaneous Charges

UQ Skills will levy some miscellaneous charges for services. These may include:

- Re-issuing a certificate after it has been initially issued to a student.
- Replacing issued learning materials which the student has lost or damaged
- Re-assessment services
- Photocopy fee

These miscellaneous charges are to be clearly specified in UQ Skills Schedule of Fees and Charges. 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.

2.12 Student complaints about fees or refunds

Students who are unhappy with UQ Skills arrangements for the collection and refunding of tuition fees are entitled to lodge a complaint. This should occur in accordance with UQ Skills complaints policy and procedure.

Students enrolled under Skills Assure funding programs may also seek review through the Department of Employment, Small Business and Training (DESBT) if they believe refund conditions have not been met in accordance with the Skills Assure Policy 2025-2028.

2.13 Definition of Terms and Conditions

Prepaid fees: 2.9 Learner Fee Protection

3. Meta Data for Document Management

Approval Authority	UQ Skills Leadership Committee
Last Approval Date	03/12/2025
Next Review Date	03/12/2027
Audience / Users	Management, Students and all staff