

FEE-FOR-SERVICE FEES & REFUNDS POLICY

Fee for Service Course

Academy Green Learning is a National VET Regulator Registered Training Organisation (NVR RTO Registration Code: 6187) and operates in accordance with the 2025 Standards for Registered Training Organisations. Academy Green Learning charge **fees for services** provided to students undertaking a course of study (**Fee for Service Course**). These fees are for items such as course materials, administrative support, student services and training and assessment services.

Fees Schedule

Student Fees and Payment Instalments (Fee for Service)

FEE FOR SERVICE					
Program	Payment Instalment				Total Payable
	1	2	3	4	
BSB30120 Certificate III in Business	\$975	\$1250	\$975	-	\$3200
SIR30216 Certificate III in Retail	\$975	\$1250	\$975	-	\$3200
BSB40120 Certificate IV in Business	\$1300	\$1500	\$1000	\$1000	\$4800
BSB40520 Certificate IV in Leadership and Management	\$1300	\$1500	\$1000	\$1000	\$4800
CPP30719 Certificate III in Waste Management	\$1350	\$1500	\$1350	-	\$4200
CPP40919 Certificate IV in Waste Management	\$1200	\$1500	\$1500	\$1000	\$5200
FBP30121 Certificate III in Food Processing	\$1300	\$1500	\$1000	\$1000	\$4800
MSM30116 Certificate III in Process Manufacturing	\$1300	\$1500	\$1000	\$1000	\$4800
SIT30622 Certificate III in Hospitality	\$1100	\$1500	\$1200	-	\$3800
TLI20421 Certificate II in Supply Chain Operations	\$975	\$1250	\$975	-	\$3200
TLI30325 Certificate III in Supply Chain Operations	\$1350	\$1500	\$1350	-	\$4200
TLI40324 Certificate IV in Supply Chain Operations	\$1300	\$1500	\$1000	\$1000	\$4800
TLI31222 Certificate III in Driving Operations	\$1300	\$1500	\$1000	\$1000	\$4800
TLIF0025 Follow work health and safety procedures – BLUE CARD	\$280	-	-	-	\$280
TLIF0025 Follow work health and safety procedures – BLUE CARD Renewal	\$150				\$150

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SITSS00068 Food Handling Skill Set	\$180	-	-	-	\$180
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Note:

A Payment Schedule will be agreed to prior to finalising the enrolment.

Payments

Fees are payable when you receive your invoice for the enrolment/tuition fee. Fees must be paid in full within 14 days of receiving the invoice from Academy Green Learning. We may cancel the enrolment or suspend training if fees are not paid as required.

Payments can be made via direct deposit only.

Payment Plans

Academy Green Learning may consider alternative payment plans, under exceptional circumstances. Applications will be assessed on a case-by-case basis and under strict criteria.

Employers are not offered a payment plan unless requested. This must be negotiated with Accounts and may or may not be accepted.

Payment Terms

- All payments are to be made in Australian dollars only.
- All training and assessment fees are exempt from GST.
- The fees listed also apply for RPL.
- The fees for an RPL will include the enrolment fee of \$1500, with the balance of fees due at the completion of the RPL process, but before any AQF certification is issued.
- All fees must be paid in full before students can be issued with any AQF certification relating to their achievements (NVR RTO Compliance Standards, Division 2, clause 9 (2) (b).)
- Students should refer to the relevant course brochure for a detailed description of the services offered in each course.
- Employers are exempt from the fee for service payment structure above. This only applies to individual students who make payments.

The fee structure listed above is designed to limit the amount paid by students upfront and is structured to collect fees as the course progresses.

In accordance with Compliance Standards, Division 2, Clause 18 (1); (2025 Standards for RTOs), Academy Green Learning does not accept payment of more than \$1500 from a student prior to qualification/course commencement. Following commencement, where the RTO requires payment of additional fees in advance from the student, at any given time, the total amount will not exceed \$1500.

Employers are exempt from this threshold and can make payments greater than \$1500.

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Miscellaneous Charges

Item	Charge
Re-issuing a Qualification or Statement of Attainment	\$33.00 (incl. GST)
Re-issuing a Qualification or Statement of Attainment (more than 3 years old)	\$150.00 (incl. GST)
Replacement of issued learning textbook/workbook	\$150.00 (incl. GST)
Re-assessment fee (per unit)	\$300.00 (GST exempt)

Note:

Students will be offered three (3) assessment opportunities during a normal training program for each assessment event. The re-assessment fee will only apply if the student chooses to seek additional assessment opportunities. The re-assessment service includes individual re-training to prepare the student for the re-assessment.

Refunds

A full refund of any fees paid will be provided if there is no evidence of the student commencing or participating in any training at the time of a request for a refund.

Ongoing payments/fees are made based on progression of units, however, are required before the achievement of those units. Once a milestone for payment is achieved, then payment made, there shall be no refund.

Refund Circumstances

In specific circumstances a refund shall be given or considered, being:

- Where there is a closure of the RTO
- Where the enrolled program is no longer on scope or being offered
- Where the student withdraws but meets the requirements of a lower level qualification
- Where an overpayment has been made

Payment of a Refund

To obtain a refund, you are required to give written notice to cancel your enrolment and complete a Refund Request Form which can be obtained from our website or by contacting us by phone and requesting a copy. Written notice may be in the form of an email or letter.

Where refunds are approved, the refund payment will be paid via electronic funds transfer using the authorised bank account nominated by you. This payment will be made within 14 days from the time you gave written notice to cancel your enrolment.

Protections

Fee Protection

Academy Green Learning has a responsibility to limit the collection of fees paid by students to minimise the amount paid in advance at any time. To meet this requirement, Academy Green Learning cannot request a prospective or current student to prepay fees more than a total of \$1500 (being the prepaid threshold fee amount). This means paid prior to the commencement of a course or during the delivery of the course.

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If for any reason Academy Green Learning need to cancel the course, it means that your total liability is limited to \$1,500 at the most.

Employers are exempt from this threshold and can make payments greater than \$1500.

Australian Consumer Law

As a student undertaking a vocational education and training course, you are protected under Australian Consumer Law and under State and Territory consumer protection laws. These protections include areas such as unfair contract terms, the consumer guarantees, to statutory a cooling-off period, and unscrupulous sales practices. You can find out more information about your rights as a consumer from the [Australian Consumer Law](#) website which includes a range of helpful guides relating to specific areas of protection.

Goods and Services Tax (GST)

Training fees are Goods and Services Tax (GST) exempt under section 38-85 GSTR 2003/1 Goods and Services Tax, tax ruling. The ruling explains the supply of a course for ‘professional or trade course’ is a GST-free education course. GST does however apply on the payment of some miscellaneous charges which are described below.

Terms and Conditions Changes

Academy Green Learning reserves the right to amend the conditions of the student’s enrolment at any time. If amendments are made that effect the student’s enrolment, the student will be informed 7 days prior to the changes taking effect. Students then have 28 days to submit an appeal from the date they were informed of the decision. Further information about appealing a decision is contained in the Student Handbook.

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