FEES AND REFUND POLICY

Purpose:

Adelaide Training and Employment Centre (ATEC) aim to ensure that all potential learners and clients are fully aware of fees payable for our services and the terms and conditions of payment of fees and refunds before accepting the learner's enrolment.

Scope:

This policy provides information and guidance to ATEC learners, clients and staff in relation to the fees and refunds related to training services offered by ATEC, to ensure fairness, transparency, and compliance by clearly outlining students' rights and the RTO's obligations regarding fees and payments, protecting both parties by establishing clear guidelines for fee collection and processing refunds.

Course Fees:

Training fees for courses that ATEC offer are available at www.atec.asn.au

Personal Protective Equipment (PPE) and other inventory items must be paid for at the time of purchase.

Terms and Conditions:

Where an employer is paying Training Fees for a learner's full qualification, a Private Employer Training Fee Agreement is provided at enrolment with invoicing and payment details.

Short course bookings are to be paid in full prior to the course commencement.

Confirmation of short course bookings will be provided in writing to the learner/client once bookings and payments have been confirmed.

No more than $1500 is invoiced in advance for a learner enrolled in a VET course before course commencement or at any given time during the progress of the course.

The issuance of Certificates and Statements of Attainment will be withheld until all outstanding fees are paid.

Payments:

Payments can be made by Credit Card (Visa & MasterCard only), Electronic Funds Transfer (EFT) or Direct Debit.

Please contact ATEC on 1300 112 832 to discuss any payment option and any necessary requirements.

Overdue or unavailable funds from direct debit arrangement may result in training being suspended or cancelled. Additional debt recovery fees may apply.

Cancellations and Withdrawals:

ATEC reserves the right to cancel or amend a course. ATEC will give clients as much notice as possible in the event a cancellation or amendment to a training course is required.

Short Course Bookings

All cancellations or withdrawal notifications must be made in writing via email to bookings@atec.asn.au

The following conditions will apply:

- On receipt of a written request to cancel 7 or more business days before the scheduled course commencement date, a full refund of the monies paid by the client will be offered, or a transfer to another course at a later date.

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- Transfers to another course are capped at 1 future course date.
- No refunds or transfers will be made 7 business days or less prior to the scheduled course commencement date.
- No refunds or transfers will be available for non-attendance to a course, unless evidence of exceptional circumstances can be provided no later than 5 business days from the course commencement date. Approval will be at the discretion of the ATEC.
- Refunds or transfers will be offered to all participants when a course is cancelled by ATEC due to lack of enrolments.
- Transfers must be completed within 3 months from the original course booking commencement date.
- Eligible refunds will be refunded within 30 days by EFT.

Refunds will not be issued if:

- The participant does not meet the requirements of the course attended.
- The participant does not attend the course in its entirety, thereby not meeting requirements of the course.
- The participant can transfer to a later course.

Additional Fees:

Debt recovery fees may be applied on overdue accounts that are referred to external debt collection.

Complaints and Disputes:

For complaints or disputes regarding a fees and refunds please refer to our Complaints and Appeals Policy.