

Policy

This policy includes fees including course fees, administration fees, materials fees and any other charges, payment terms, including the timing and amount of fees to be paid and any non-refundable deposit/administration fee, fees and charges for additional services, including costs of re-issuance of certificates, and refund policy.

Purpose

To specify the conditions under which the RTO will apply its Fees, Charges and Program Costs to the student and specify the conditions under which the RTO may apply and approve a refund.

The RTO will apply this policy consistently and fairly across all programs and any student that is enrolled into a program at the RTO.

Scope and Application

This policy is applicable to:

- Individual students for fees and charges of training programs or courses, any third party, employers or guarantor responsible for student fees and charges for training programs or courses.

All refunds for any programs/courses will be in accordance with the standards for RTO's clause 5.3 and schedule 6.

This policy does not apply to:

- The delivery of non-accredited training to Corporate Business Entities where the corporate entity pays for the training.

Fees and charges

Queensland Government Co- Contribution Fees

Apprenticeship and Traineeships

If the student fulfils the eligibility criteria, they may be eligible to receive a Government contribution for their training. In addition to this the Co-Contribution Fees are a student's or employers contribution to the cost of tuition. The Fees are a mandatory charge required by the Queensland **Department of Trade, Employment and Training** (DTET) detailed within the Career Start and Career Boost Policy. The charge is calculated as \$1.60 per nominal hour for units completed/module delivered.

- The fees will be charged in instalments as detailed below:
- 30% of the qualification paid in full prior to the training starting.
- Installments based on individual agreements organised with CTA.

Partial Exemptions - Only 40% of the Co-Contribution fee will be charged if:

- Student was or will be under 17 years of age at the end of February in the year the RTO provides training and is not at school and has not completed year 12;
- Student provides evidence that they hold a Health Care, Veteran or Pensioner Concession Card issued under Commonwealth law or is the partner or a dependent of a person who holds such a card, and is named on said card.
- Student provides an official form under Commonwealth law that the individual, their partner or the person of whom they are dependent, is entitled to concessions under a Health Care, Veteran or Pensioner or Concession Card.
- Identifies as a First Nations person (Aboriginal and Torres Strait Islander person).

Full Exemptions:

- School based apprentices or trainees (SATs); or
- Specific fee-free training programs as announced by the Queensland Government.
- A student applicable for the Free apprenticeships for under 25s initiative

The co-contribution fee is a mandatory charge to either the Employer, Student or Third Party. An Apprenticeships Info - Self Service (AISS) search is conducted by CTA for every student to determine any units of competency that could be used for Credit Transfer or Transitional gap training. If a student has previously completed a unit of competency that forms part of their qualification, they will not be charged for those units upon submission of such evidence in the form of a Statement of Attainment, Qualification Certificate or USI transcript.

General Training

If students meet the eligibility criteria, the following qualifications may be funded through the Queensland **Career Start** and **Career Boost** General Training programs.

Eligible students are required to contribute to the costs of their training through a co-contribution fee as listed below and may be paid on their behalf by an employer or another third party which is unrelated to CTA, but cannot be paid or waived by CTA (whether directly or indirectly).

Co-Contribution Fees Queensland (Face-to-face delivery) *				
Courses	Full Qualification Non-Concession	Per unit of competency non-concession	Full Qualification Concession	Per unit of competency Concession
SIT20421 Certificate II in Cookery	\$99.00	\$7.62	\$49.50	\$3.81
SIT20322 Certificate II in Hospitality	\$99.00	\$8.25	\$49.50	\$4.13
SIT30622 Certificate III in Hospitality	\$199.00	\$13.27	\$99.50	\$6.64
BSB30120 Certificate III in Business	\$199.00	\$15.31	\$99.50	\$7.65
SIT30122 Certificate III in Tourism	\$199.00	\$13.27	\$99.50	\$6.64
SIT40422 Certificate IV in Hospitality	\$299.00	\$14.24	\$149.50	\$7.12
SIT40521 Certificate IV in Kitchen Management	\$799.00	\$24.21	\$399.50	\$21.15
SIT50422 Diploma of Hospitality Management	\$499.00	\$17.82	\$249.50	\$8.91

*Fees effective 1 July 2025

Concessional status applies when:

- The student holds a Health Care, Veteran or Pensioner Concession Card issued under Commonwealth law, or is the partner or a dependent of a person who holds a Health Care, Veteran or Pensioner Concession Card and is named on the card;
- The student provides CTA with an official form under Commonwealth law confirming that the student, their partner or the person of whom the student is a dependent is entitled to concessions under a Health Care or Pensioner Concession Card;
- The student identifies as Aboriginal and Torres Strait Islander
- The student has a disability; or
- The student is an adult prisoner.

An AISS search is conducted by CTA for every student to determine any units of competency that could be used for Credit Transfer or Transitional gap training. If a student has previously completed a unit of competency that forms part of their qualification, they will not be charged for those units upon submission of such evidence in the form of a Statement of Attainment, Qualification Certificate or USI transcript.

Fee for Service Fees

If the student is not eligible for funding from the relevant State Training Authority, then CTA will invoice the relevant parties on a Fee for Service basis.

CTA reserves the right to cancel training programs should insufficient students be enrolled. In this event, students will be entitled to receive a full refund of the enrolment fee.

Should any student wish to cancel their enrolment to a program or course please note the following conditions are applied to refunds.

Online payment options

Courses can be purchased through the CTA website. Online payment options available for courses include

- Credit Card (via Stripe), attract a transaction fee of 1.75%.
- PayPal, attract a transaction fee of 2.65%.

Refund policy

Queensland Government – Co-Contribution Fee

Full refunds will be given for co-contribution fees charged for training delivery that has not commenced at the time of the cancellation; and

Proportionate refunds will be given where the Student has withdrawn from a Unit of Competency/Module.

In the event a student completes or cancels their training, CTA will reimburse (if charged) the Co-Contribution Fees for units where the unit outcome '60' Credit Transfer, '65' Transitional gap training has been reported.

Fee for Service

Any payments that have been remitted to CTA prior to cancellation are non-refundable.

Cancellation and Refunds for face-to-face / virtual day courses

All refund requests must be made during business hours via phone at 07 3878 8977

- All cancellations requested **more** than 3 business days before the course starts:
 - A refund will be provided equal to the booking price minus a \$50 admin fee with the exception of NSW Regulatory courses
 - For NSW Regulatory courses the cost of the interim certificate included in the course price will be refunded only
- All cancellations requested **less** than 3 business days before the course starts:
 - A refund will be provided equal to the booking price minus a \$100 admin fee with the exception of NSW Regulatory courses
 - For NSW Regulatory courses the cost of the interim certificate included in the course price will be refunded only
- No-shows and cancellations requested the day of the course:
 - No refund will be provided.

Rescheduling Policy for face to face / virtual day courses:

- A \$25 admin fee will be applied every time a ticket is rescheduled from one course instance to another.
- A booking/ticket may only be rescheduled once.
- The admin fee will need to be made at the time of rescheduling.
- Rescheduling requests must be made during business hours via phone at 07 3878 8977.
- CTA Training Specialists will not accept rescheduling requests made within 24 hours of the course start time.

Online short courses

Cancellations must be sent in writing during business hours. This can be emailed to online@ctatraining.com.au.

- The student will receive a 100% refund (minus any transaction fees) if the student cancels in writing within seven (7) working days of the course purchase date.
- If the student cancels more than seven (7) days after the course purchase date no refund will be provided.
 - Any government fees associated to the course purchase price will be refunded
 - If the student purchases the wrong course CTA will organise a transfer to the correct course and charge any difference in course price. No refund in course price will be provided if the correct course is cheaper than the original course purchased price.

Refunds will be considered in the following circumstances:

- If the student is unable to access the course within a reasonable timeframe due to technical difficulties caused by the CTA website and/or Learning Management System.
- If the course is discontinued.
- If a student has been charged incorrectly.

Please note that if you have paid via Stripe the Stripe Fee will not be refunded.

Please note that if you have paid via Credit Card the Credit Card Fee will not be refunded.

Please note that if you have paid via PayPal the PayPal Fee will not be refunded.

For further information in relation to cancellations and refunds please contact CTA on (07) 3878 8977.

Appeals

A person who is refused a refund may within seven (7) days after written notice is received, follow the Complaints and Appeals Procedure for on the CTA website <https://ctatraining.com.au>

Online payment options

Courses can be purchased through the CTA website. Online payment options available for courses include

- Credit Card (via Stripe), attract a transaction fee of 1.75%.
- PayPal, attract a transaction fee of 2.65%.

Material Fees and Other Charges:

The RTO will not refund material fees and other charges that are considered to be supplied to and or used by the student. This may include any materials or kits purchased by the student at the time of enrolment and may include, but not limited to, such items as textbooks used for practical exercises conducted as part of the program/course, such as external disk drives etc. Materials also include all uniforms measured for, ordered by the RTO or supplied to the student.

Effective Date

This policy will be effective to all refunds from July 2025.