

FEES AND REFUNDS

1. PURPOSE

Electrical Trades College is committed to providing quality training and assessment services in accordance with the Standards for Registered Training Organisations and the Compliance Requirements. This includes a fair and transparent policy and procedure for charging, protecting and refunding course and related fees.

Electrical Trades College implements financial safeguards for fees, charges and subsidies received from all students and training service clients to ensure financial integrity.

2. SCOPE

This policy forms part of Electrical Trades College’s Quality Management System and applies to all fees, charges and refunds applicable to the provision of programs and courses offered by Electrical Trades College and related entities. It applies to students paying full fees and those entitled to concession fees and exemptions.

3. POLICY STATEMENT

Electrical Trades College makes every effort to ensure potential clients and students are made aware of the relative fees, charges, available concessions and exemptions and refund arrangements for all programs offered before accepting a student for enrolment. Electrical Trades College is committed to ensuring fair and reasonable financial practices by:

- a) Implementing and maintaining a process for the fair and reasonable refund of fees paid.
- b) Providing refunds for fees and charges paid by individuals/clients where training and assessment activities have not been delivered.

Financial Viability and Management of Prepaid Fees

Electrical Trades College maintains a comprehensive financial plan to ensure the ongoing financial viability necessary to support the delivery of high-quality training and assessment services. This plan includes detailed monitoring of financial performance, financial position, and cashflows. Electrical Trades College’s robust system manages prepaid fees and ensures that refunds can be issued promptly if Electrical Trades College is unable to deliver the agreed training and assessment services.

Prepaid fees are protected through financial controls and insurance arrangements to safeguard students and clients in the event of course cancellation or other disruptions.

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Electrical Trades College adheres to the policy of not collecting more than \$1,500 in advance for nationally recognised training, ensuring financial protection for students and compliance with the Standards for Registered Training Organisations.

4. PROCEDURES

4.1 Notifying Fees and Charges

- a) Students and/or their employers will be advised in writing of any fees, charges, available concessions and exemptions and resource costs relating to their study program prior to or at the time of, enrolment. Payment arrangements are aligned to courses and may vary depending upon factors such as course length, student cohort, and government contract guidelines.
- b) Electrical Trades College advises its fees and related costs in course promotional materials including course guides and information packages on our website, in quotes for industry training, and in pre-course invoices.

4.2 Administration and Resource Charges

- a) These may include non-refundable administration fees, enrolment fees, learning resources essential for the course, consumable items transformed by students during the course, textbooks, photocopying, additional copies or re-issue of qualifications and academic transcripts.
- b) Additional charges may apply, including follow up charges associated with late or non-payment and dishonoured cheque fees.
- c) Any equipment/property either purchased separately by the student or paid for as part of materials fees becomes the property of the student.

4.3 Payment Arrangements

- a) All enrolment fees, administrative charges or other charges must be paid by the specified due dates. Payment may be made by EFTPOS, direct bank deposit, or credit card.
- b) Course fees may be paid in instalments according to an agreed payment schedule. Electrical Trades College will provide information and inform students of these arrangements prior to enrolment. Students who enter a payment schedule commit to paying all required course fees prior to course completion.

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- c) Electrical Trades College will not pay the student fee on behalf of the student unless Electrical Trades College is also the employer of the student or a provider of government-funded employment services and the student is a client.

4.4 Non-payment of Fees

- a) Failure to pay fees and charges by the due date may result in suspension from attending or participating in the course, exclusion from assessment activities, withholding of qualification and academic record, termination of enrolment, and exclusion from any future enrolments at Electrical Trades College. Fees and charges that remain unpaid after ninety (90) days from the due date may be referred to a debt collection agency.

4.5 Fee Assurance

- a) Electrical Trades College is required to protect fees paid in advance for nationally recognised training, including any subsidised training. To meet this regulation, Electrical Trades College will not accept payment of **more than \$1,500** from individuals prior to the commencement of their course.
- b) Following course commencement, Electrical Trades College may require payment of additional fees in advance from the student but only such that at any given time, the total amount required to be paid which is attributable to tuition or other services yet to be delivered to the student does not exceed \$1,500.

4.6 Smart and Skilled Fees — Apprentices

- a) Fees for Smart and Skilled apprentices are set by the NSW Department of Education and applied in accordance with the **Smart and Skilled Fee Administration Policy** and Schedule of Prices and Fees.
- b) The applicable fee category is determined by the apprentice's individual circumstances and the qualification, in accordance with the **Smart and Skilled Fee Administration Policy**. Each apprentice will be advised of their specific fee in writing before enrolment, as part of the Notification of Enrolment process.
- c) Fee exemptions, concessions and waivers will be applied in accordance with the hierarchy set out in the **Smart and Skilled Fee Administration Policy**.

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- d) Electrical Trades College will not promote Smart and Skilled subsidised training as "free of charge" except where permitted under the NSW Fee-Free priority qualification arrangements.
- e) .

4.7 Refunds for Programs

- a) All students at Electrical Trades College, are entitled to a refund of all or part of their course fees if:
 - i. The student has overpaid the course fee
 - ii. Electrical Trades College cancels the course for any reason
 - iii. The student has medical hardship or another extenuating circumstance preventing their attendance. Applications for these circumstances will be assessed on a case-by-case basis
 - iv. In the opinion of the CEO or designated representative, the course and/or its delivery has not met the reasonable expectations of the students
- b) For Smart and Skilled apprentices, refunds and fee adjustments will be processed in accordance with the **Smart and Skilled Fee Administration Policy**

4.8 Non-refundable circumstances

- a) If a student chooses to withdraw from an enrolled program five (5) business days prior to course commencement, a non-refundable administration fee will apply. Students will be informed of the amount in pre-enrolment information.
- b) No refunds of course fees will apply after the course has commenced, except in cases of extenuating circumstances.
- c) Electrical Trades College will not refund course fees where the student requests the refund because they:
 - i. Change their mind about attending the course after they have enrolled in the course.
 - ii. Change jobs.
 - iii. Change work hours.
 - iv. Move out of the area, or
 - v. Are made redundant or retrenched.

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4.9 Approving Refunds

- a) All refunds must be approved by the CEO or their delegate. Exemptions to the refund conditions may occur where the student has extenuating circumstances or on compassionate grounds.

4.10 Credits for Course Fees

- a) Students may apply for a credit of course fees, less the applicable non-refundable administration fee, if they provide five (5) business days' notice of cancelling their enrolment prior to the course commencing.

NOTE: Any credit issued only remains valid for a period of twelve (12) months from the date it is issued. After this period any credits will be forfeited.

4.11 Transfers to Other Courses

- a) Students may apply for a transfer of course fees to another course of their choice, less the applicable non-refundable administration fee, if they provide five (5) business days' notice prior to the course commencing.
- b) Only one transfer per an enrolment is permitted unless the transfer relates to a course(s) that Electrical Trades College cancels for any reason. In this case, the administration fee will not apply.

4.12 Students Rights to Appeal Decisions

- a) If a student is not satisfied with the conditions under which a refund or partial refund is paid or denied, Electrical Trades College's **Complaints Handling Policy Procedure** can be applied. This policy and the availability of complaints processes do not remove the student's right to act under Australia's consumer protection law.

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GUIDE TO FEES AND CHARGES

Circumstance	Policy	Notes
Electrical Trades College cancels the course prior to course commencement.	A full refund of the student's fees applies.	The refund must be processed within 5 business days.
A student requests a credit or transfer of course fees for a non-refundable circumstance.	A credit or transfer may be applied, less applicable non-refundable administration fee of 20% of the total course fees.	Provide student with credit or transfer letter. Only one transfer per enrolment is permitted. Any credit issued for a non-refundable circumstance must be used within 12 months or it will be forfeited.
A student requests a refund because, after the course has commenced, they have: <ul style="list-style-type: none"> • Changed their mind about attending the course • Changed jobs • Changed work hours • Moved out of the area; or • Been made redundant or retrenched. 	Refund will not be granted.	
A student requests a refund of costs for resource and/or materials purchased from Electrical Trades College and consumed or transformed by students during the course.	Refund will not be granted. Resource/ materials fees are outlined prior to enrolment and are only refundable if the student cancels the enrolment prior to commencement of training and where the student has not taken possession of the items.	
Electrical Trades College refuses to continue the student in the course because student is not following ETCs behavioural requirements.	Refund will not be granted.	
A student requests a document re-issue where Electrical Trades College has already provided that document to the student.	\$50.00 fee applies \$35.00 fee applies	Includes: <ul style="list-style-type: none"> • Certificate/Statement of Attainment. • Academic Transcript.
A student requests credit transfer for a unit of competency issued by another training organisation.	No charge applies.	To be eligible for credit transfer, the unit of competency completed, must have equivalent content and learning outcomes to the unit of competency the credit transfer is being granted for.
RPL (Recognition of Prior Learning) assessment fee.	50% of the current course fee applies.	Please see RPL policy/procedures for further guidance.

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5. VARIATIONS

Electrical Trades College reserves the right to modify this policy as necessary to comply with changes in legislation or organisational needs.

6. RELATED DOCUMENTS

- Financial Management Policy Procedure
- Complaints Handling Policy Procedure
- Enrolments Policy Procedure
- Smart and Skilled Fee Administration Policy (NSW Department of Education)
- Smart and Skilled Schedule of Prices and Fees
- Smart and Skilled Operating Guidelines

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