



## **S3.10 Charges, Fee Protection and Refund Policy**

### **Preamble**

Learning Systems Australia Pty Ltd employs financial management strategies to ensure it has sufficient funds to fulfil its training and assessment commitments. Learning Systems Australia Pty Ltd provides clients with clear and accurate information relating to fees and refunds prior to their enrolment in a training program.

### **Rationale**

Standards for Registered Training Organisations (RTOs) 2015

### **Principles**

The Chief Executive Officer or his designated officer has overall responsibility for financial management.

Learning Systems Australia Pty Ltd follows sound financial management practices to safeguard client fees paid in advance. These may include:

- accurate and up-to-date financial records
- regular monitoring of its financial position
- sufficient funds to cover expenses for each training program

Clients are made aware that Learning Systems Australia Pty Ltd employs financial management strategies to protect clients by not charging any fees in advance for courses undertaken through the following avenues:

- Course information material
- Code of Practice
- Client Handbook

Learning Systems Australia Pty Ltd also provides clients with accurate and up-to-date information regarding all fees and charges and information relating to refunds prior to their enrolment in a training program. These are as follows:

**Fee Policy**

- Payment required 30 days net after completion of course
- No deposit monies required or taken at any time

**Refund policy**

- The organisation does not give refunds

**Other policies related to this policy**

[S1.01](#) Quality Management Policy

[S2.04](#) Legislative Compliance policy

[S3.10](#) Financial Management Policy

Code of Practice

**Procedures relating to this policy**

[S3](#) Financial Management procedures

[S3](#) Charges, Fee Protection and Refund procedures

[S6](#) Client Enrolment procedure

**Review Date**

This policy is periodically reviewed and revised. Revisions are made as and when required. The period between reviews must not exceed 3 yrs. The date for review of this policy is on or before June 2026.

**Signed:** .....

**Name:** Wayne Smith

**Position:** Chief Executive Officer of Learning Systems Australia Pty Ltd

**Date:** .....