



# Fees and Refunds Policy

## 1. Purpose

The MTA WA Training Inc., which operates under the governance of the Motor Trade Association of WA (MTA WA) as its Registered Training Organisation (RTO), is committed to delivering high-quality education and training. This policy provides transparency in the application and administration of fees and charges, including refunds and will put in place a fair and reasonable refund process.

## 2. Scope

This policy applies to all courses offered by MTA WA Training Inc.

## 3. Policy Statement

MTA WA Training Inc. is authorised to charge fees for services offered to learners participating in training and assessment leading to nationally recognised outcomes. These charges include expenses such as course materials, textbooks, learner services, and training and assessment services.

Fees and charges are set in compliance with the Vocational Education and Training Act 1996 and the Vocational Education and Training Regulations 2009, guided by the Department of Training and Workforce Development's (DTWD) VET Fees and Charges policy. MTA WA Training Inc. is responsible for charging trainees and apprentices a mandatory 'Tuition Fee', aligning with the current VET fees and charges policy, applicable to each year of a Traineeship or Apprenticeship. A concession rate is available to specific equity groups. Eligibility for the concession rate on course fees is determined at the time of enrolment.

MTA WA Training Inc. delivers high-quality training subsidised by DTWD and is authorised to charge resource fees for materials essential to a course or unit of study.

Learners who are not participating in training and/or assessment through a traineeship or apprenticeship arrangement are categorised as fee-for-service learners. These learners will be charged for their training, which can be paid in instalments throughout the duration of their training.

MTA WA Training Inc. is committed to ensuring that all fees paid for training and assessment comply with the conditions of registration under the VET Quality Framework. All funds received and refunded will be accurately recorded and managed to maintain a high-quality service for our clients.

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## 4. Fees Information

The Training Administration team are responsible for using the correct fees and charges information from the current DTWD VET Fees and Charges Policy document. Invoices will be compiled by the relevant administrative officer/assistant and saved to the individual learner/client record to ensure that all records are kept in accordance with this process.

### 4.1. Payment of Fees

Enrolment is not complete until statutory and RTO-based fees and charges are paid, deferred payment arrangements have been made, or fees and charges have been waived.

The Training Administration will invoice Apprenticeship learners, or where approved, employers, for tuition and resource fees in the month prior to scheduled training dates.

All post-trade trainings (short courses) are invoiced at the time an enrolment application has been accepted.

All invoices for training fees will be emailed to the contact details on record with an accompanying letter. Payments are due within 7 days from the date of the invoice.

Certificates and Statements of Attainment will not be issued until all fees owing are paid.

MTA WA Training Inc. will ensure that after commencement, payment of any additional fees required will be invoiced mid-course or calendar year, whichever is applicable.

Learners and Employers must advise MTA WA Training Inc. in writing of withdrawal in order to ensure they are eligible for refunds.

### 4.2. Fee-for-Service Training

Fee-for-service (FFS) costs are to be negotiated with the RTO Manager and the employer prior to the commencement of training. A contract detailing the FFS arrangements will be generated by Training Administration and signed at induction to gain acknowledgement of this arrangement.

The Training Administration will ensure that records of all FFS arrangements that are negotiated are filed within the Learners' hard copy and electronic folder. They will keep records of all fees to be paid as part of the FFS arrangement and arrange for invoices to be sent to the relevant employer when required.

Should a learner cancel, a refund will be made in circumstances as detailed within the FFS contract for that Learner.

There may be other exceptional circumstances where refunds may apply, such as, but not limited to, extended hospitalisation (supported by a medical certificate). In this situation, a refund is at the discretion of the RTO Manager. If a refund is granted, a copy of the proof of exemption will be stored in the Learner's file.

### 4.3. Prepaid Fee Limit

MTA WA Training will not collect more than \$1,500 in prepaid fees from any individual learner prior to the commencement of a training course.

The remaining balance is due on the first day of attendance. After commencement, any additional fees required will be invoiced either mid-course or within the calendar year, as applicable.

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#### 4.4. Additional Fees

##### 4.4.1. Credential Re-issue

Once a request has been made for a reprint of a qualification or Statement of Attainment, Training Administration will create an invoice and send it to the Learner. The re-issue fee is \$50.

Once the invoice has been paid, Training Administration will have the qualification or statement of attainment reprinted, signed by the Group CEO and mailed to the Learner's requested address.

##### 4.4.2. Rescheduling Fees

At MTA WA Training Inc., course rescheduling is allowed and must be submitted as a written request. Learners may request to reschedule a course within 6 weeks from the release of the original schedule, free of charge. However, rescheduling requested after this period may incur a non-refundable administration fee of \$150, which must be paid before the rescheduled course start date.

##### 4.4.3. Re-assessment

All learners are provided with a minimum of three theory re-assessments at no additional charge. Where a learner requires a further re-assessment, MTA WA Training Inc. may negotiate a reasonable fee as long as the learner has been provided with the opportunity for additional training between the initial assessment and the re-assessment. This fee must be negotiated and approved by the Training General Manager and must be undertaken in line, where applicable, with state funding requirements.

#### 4.5. RPL Fees

RPL fees are charged at \$150 per unit of competency and are subject to further training and assessment if required. MTA WA members' discount applies to this fee. RPL fees are charged at commencement and are non-refundable.

#### 4.6. Waiving of Charges

MTA WA Training Inc. is committed to providing opportunities for learners to participate in training that improves employment outcomes for the learners. In a situation where a learner can demonstrate genuine severe financial hardship, fees will be waived in line with government funding requirements. The Training General Manager may approve waiving all fees and charges for learners who are assessed as being in severe financial hardship. Learners requesting to apply for waiving of charges must complete and submit the Financial Hardship Application Form, alongside appropriate supporting evidence, which must be retained for audit purposes.

Fee waivers can only be granted for units commenced within the calendar year.

#### 4.7. Cancellation, Withdrawal and Refunds

Learners who notify MTA WA Training Inc. of their withdrawal from training prior to training commencing will be eligible for a refund of fees in accordance with the refund conditions outlined below.

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#### 4.7.1. Full Refunds

Learners who withdraw are entitled to a full refund of fees and charges where:

- a course /qualification or unit is cancelled or rescheduled to a time unsuitable to the learner; and
- a learner is not given a place due to the maximum number of places being reached.

The RTO Management can approve a full refund of fees at any time during delivery if a class is cancelled because of declining numbers, no available Trainer assessor or due to other circumstances attributed to the RTO.

#### 4.7.2. Part refunds

Learners who withdraw for reasons other than those outlined above and who lodge a withdrawal form before 20 % of the unit of competency has been concluded will be eligible for a full refund of their course fee and 50% of the resource fee paid.

#### 4.7.3. Pro-rata refunds

The RTO Manager can approve a pro-rata refund of fees and charges at any time during the course of delivery if Learners withdraw for reasons of personal circumstances beyond their control.

For example:

- serious illness resulting in extended absence from classes.
- injury or disability that prevents the Learner from completing their program of study.
- other exceptional reasons at the discretion of the RTO.

#### 4.7.4. Post-Trade Fee-for-Service Refunds

Learners who give written notice of withdrawal or cancellation from a training program prior to the scheduled commencement date will be entitled to a refund of paid fees based on the following scale:

Days of Notice	Entitlement
28 days or more	Full refund, less administration fee
6 to 27 days	50% refund, less administration fee
5 days or less	No refund

Replacement participants can also be nominated as an alternative to cancellation. An administration fee will apply for all replacement requests.

Requests due to exceptional circumstances (e.g., medical emergency) will be reviewed on a case-by-case basis. Supporting documentation may be required, and fees may apply.

#### 4.8. Outstanding Fees

Payments for all invoices are required in full within seven days of the date of the invoice. Alternatively, MTA WA Training Inc. offers an incremental payment plan, which must be arranged within that seven-day period.

Should MTA WA Training Inc. not receive any payment or confirmation of payment plan agreement within the 7 days, all workplace visits and assessments for the apprenticeship will cease.

The Learner will no longer be able to attend the scheduled block of training, and future training schedules may be jeopardised.

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## 5. Definitions

Term	Definition
<b>Fee for Service</b>	A training or a related service that does not receive government funding and the cost is borne by the student or a person or organisation on behalf of the student.
<b>Resource Fee</b>	A charge to a student for materials that are considered essential to a course or unit of study, and which are not considered to form part of the course fee. Materials are considered to be the things needed to undertake the course or unit of study and may include products used in the course of instruction.
<b>RPL</b>	Recognition of Prior Learning (RPL) is a process in the education and training sector to assess and formally recognise the knowledge, skills, and competencies that an individual has acquired through prior learning and experiences, regardless of how and where that learning was gained.
<b>Severe Hardship</b>	A person is considered to be in severe financial hardship only where they are unable to provide food, accommodation, clothing, medical treatment, or other basic necessities for themselves and/or their dependants. Forms of entertainment or recreation are not basic necessities.
<b>Tuition Fee</b>	The fees that learners are required to pay for enrolling in and participating in training and educational programs provided by the RTO.

## 6. MTA WA Training Responsibilities

The Training Administration is responsible for creating and issuing invoices for administration, resource and material and FFS fees. They are responsible for generating letters to be sent with invoices in relation to administration, along with FFS payments and for scanning and filing copies in Learner's respective electronic files. Their role also includes the maintenance of records in relation to due dates for administration and FFS payments.

Training Administration is responsible for cancelling any outstanding invoices and making a note on the Learner's electronic file to ensure no further invoices are issued.

The RTO Manager is responsible for negotiating FFS fees and the decisions to allow refunds and to oversee the entire Learner fee and refund policy and procedure process.

Training Administration is responsible for creating and issuing all additional invoices. They are also responsible for ensuring these invoices have been paid prior to issuing/re-issuing certificates.

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## 7. Related Documents

- [Financial Hardship Application Form](#)
- [Billing and Payment Term Policy 2020](#)
- [Training Administration Handbook](#)
- [Learner Handbook](#)

## 8. Related Legislation

- [Standards for RTOs 2015](#) (Clause 5.3 and 7.3)
- [DTWD VET Fees and Charges Policy](#)
- [Vocational Education and Training Act 1996](#)
- [Vocational Education and Training \(General\) Regulations 2009](#)
- [School Education Act 1999](#)
- [VET Student Loans Act 2016](#)
- [Higher Education Support Act 2003](#)

## 9. Review

This policy is reviewed annually or as required to ensure alignment with DTWD VET Fees and Charges guidelines and other relevant regulations.

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