

## Fees and refunds policy

### Subsidised courses (Smart and Skilled)

Contributions paid by the student or their employer will be due on commencement of the course, unless other arrangements have been made with Power Safety Training. Once the training has commenced, no refund will be payable.

### Fee-for-service courses delivered by Power Safety Training

Fee-for-service courses should be paid for according to the arrangements made with Power Safety Training. We do not charge individual learners up-front fees in excess of \$1,500; where individual fees to exceed \$1500, learners are offered payment by installment. However, where employers are paying fees on behalf of their employees, the invoiced amount may exceed \$1,500.

In the case of extended training programs, fees are often payable at the commencement and midway points. The particular arrangement will be negotiated in advance of the course. All fees include course notes and other training resources. Once fees have been paid and training has commenced, no refund will be provided.

### Booking Fee Policy

1. **Booking Fee:** A non-refundable booking fee of \$250 per person is required upon confirmation of the training. This fee must be paid within the timeframe specified on the invoice to secure your booking.
2. **Cancellation or Rescheduling:**
  - **Notice Period:** A minimum of five (5) business days' notice is required to cancel or reschedule the training.
  - **Refund/Transfer:** If notice is given within the required timeframe, the booking fee will be refunded or transferred to the new training date.
  - **Late Notice:** If less than five (5) business days' notice is provided, the booking fee will be retained.
3. **Fee-for-Service Training:** For fee-for-service training, the booking fee will be deducted from the final invoice for the training event.
4. **Fee-Free/Subsidised Training:** For fee-free or subsidised training, the booking fee will be refunded, provided that all student fees have been paid.

The procedure we use for resolving disputes is set out in our *Complaints and Appeals Policy*. This is to be found on our website on the 'Students' page.