

# Student Fees and Refunds Policy



## Purpose

The purpose of this policy is to ensure:

students have access to clear and accurate information about fees and charges to make informed decisions about the training services offered by Racing Queensland (RQ).

- a) the student's rights as a consumer are protected.
- b) the student is informed about any changes to the services offered, the training product they are enrolled in or the terms of our service to them.
- c) the student has access to fair and reasonable refund arrangement.
- d) the amount a prospective or current student is required to pay in advance of a service being delivered is not to exceed a total of \$1,500.

## Definitions

**Enrolment fee** means a payment required to be paid by a student enrolling into a Long Course to cover the cost of administering the enrolment. Enrolment fees are non-refundable.

**Long Course** means a course designed to prepare the student to perform a vocational occupation such as a full qualification or a substantial course made up of multiple units of competency. These courses are usually delivered over many weeks or years.

**Prepaid Fee Threshold** means the maximum amount of fees a prospective or current student can be required to prepay – the Prepaid Fee Threshold is \$1,500. The Prepaid Fee Threshold is a consumer protection measure required under the *2025 Standards for Registered Training Organisations (RTOs)*.

**Racing Queensland (RQ)** means Racing Queensland Board trading as Racing Queensland ABN 80 730 390 733 in its capacity as a registered training organisation regulated by the Australian Skills Quality Authority (identifier 31452).

**Short Course** means a low cost, short duration course with a small number of units of competency usually conducted over 1-5 days. These courses usually relate to specific skills required in the workplace or required due to licensing or certification requirements.

**Training product** means AQF qualification, skill set, unit of competency, accredited short course and module.

**Tuition fee** means the payment required to be paid by the student to cover the cost of materials, textbooks, student services and training and assessment services.

## Policy Statement

### Fees Payable

RQ charges fees for services provided to students undertaking training and assessment. These charges are generally for items such as course materials, textbooks, student services and training and assessment services.

Fees are payable at different stages depending on the type of course the student is enrolling in. As an example:

- a) for a Short Course, the total fee may be required to be paid via the website or at reception at the point when the student is registering for the course.
- b) for a Long Course with a scheduled start date, the student will be required to make a payment for their initial payment within 5 days of being issued an invoice or prior to the course commencing, whichever occurs first.



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The payment requirements for all courses are specified within the current *RQ Schedule of Fees and Charges*. The Schedule will identify the amount and when the initial payment must be made and any subsequent payments that are due as the course progresses. This information is provided to the prospective student as part of the pre-enrolment information accompanied by the *Student Handbook*.

As tuition fees vary depending on the nature of enrolment, the specific fees associated with an individual student's enrolment in a training product will be confirmed in the confirmation of enrolment, which is issued upon receipt of a valid application for enrolment.

The fees associated with a student's enrolment in a training product will be taken to have been accepted once the student (and, if the student is under 18 years of age, their parent/guardian) completes the signs and returns the letter of offer to RQ.

RQ may discontinue training if fees are not paid in accordance with the agreed payment terms. If a payment is required prior to a service being delivered, the student is not permitted to undertake the service unless prior approval has been given by RQ's Education and Workforce Development Manager (E&WDM).

Where a student is required to pay an enrolment fee, this fee is non-refundable.

Where services are being delivered directly on behalf of another entity, fees will be invoiced as agreed between RQ and that entity.

Changes of tuition fees will not apply to students who have paid and or have already commenced their course.

## ***Schedule of Fees and Charges***

RQ's *Schedule of Fees and Charges* includes the following information:

- a) the total amount of all fees including course fees, administration fees, material fees and any other charges the student may incur during their enrolment;
- b) any additional fees such as fees for re-issuing an AQF certificate, re-assessment fee or other miscellaneous charges;
- c) payment terms, including the timing and amount of fees to be paid and any non-refundable amounts or administration fees;
- d) consumer protection arrangements;
- e) payment methods;
- f) any discounts, fee reductions or exemptions available for multiple enrolments, concession card holders, continuing students, group bookings etc; and
- g) refund policy.

The *Schedule of Fees and Charges* is published on RQ's website.

[RTO Policies and Procedures :: Racing Queensland](#)

## ***Fees Paid in Advance***

RQ will not require prospective or current students to pay upfront fees exceeding 30% of the total course cost, capped at a maximum of \$1,500. This measure serves as an important consumer protection, limiting the amount of fees that may be charged before educational services are delivered.

## ***Government Funding and Subsidies***



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Eligible students may access Queensland Government-subsidised training through programs administered under the *Skills Assure Framework*, including:

- a) Career Start – for job seekers and new entrants;
- b) Career Boost – for upskilling and career progression; and
- c) Career Ready – for school students (VET in Schools).
- d) QLD Free Apprenticeships for Under 25s
- e) Fee For Service (FFS) – non funded arrangements

Information about subsidy eligibility, current programs, and RQ's approved qualifications is published at: [www.racingqueensland.com.au/careers-training/rto-qualifications/funding](http://www.racingqueensland.com.au/careers-training/rto-qualifications/funding)

Students are responsible for maintaining eligibility for funding throughout enrolment. Loss of eligibility may result in fees being charged at fee-for-service rates.

Eligible students may access South Australian Government-subsidised training through programs administered under the *Funding Activities Agreement (FAA)*, including:

- a) STL Delivery (Apprentices & Trainees)
- b) VET For Schools Students (VSS)
- c) Fee For Service (FFS) – non funded arrangements

Information about subsidy eligibility, current programs, and RQ's approved qualifications is published at: [My Training | Eligibility for subsidised training](#)

Students are responsible for maintaining eligibility for funding throughout enrolment. Loss of eligibility may result in fees being charged at fee-for-service rates.

Eligible students may access Tasmania Government-subsidised training through programs administered under the *Apprentice, Trainee Training Fund*, including:

- a) Apprentice and Traineeships
- b) Fee For Service (FFS) – non funded arrangements

Information about subsidy eligibility, current programs, and RQ's approved qualifications is published at: [www.racingqueensland.com.au/careers-training/rto-qualifications/funding](http://www.racingqueensland.com.au/careers-training/rto-qualifications/funding)

Students are responsible for maintaining eligibility for funding throughout enrolment. Loss of eligibility may result in fees being charged at fee-for-service rates.

## ***Co-Contributions Fees***

Government-subsidised training may require a financial contribution from the student – known as 'co-contribution fees' – which represents the total cost to the student, including any enrolment charges, tuition, services and materials fees, and all other mandatory costs related to delivering training, assessment and awarding the qualification.

The student co-contribution fees associated with a student's enrolment in a government-subsidised course (both concessional and non-concessional) are set out in the *Schedule of Fees and Charges* published on the RQ website and will be confirmed in the student's letter of offer.

Please note, student co-contribution fees are charged and collected at the 'unit of competency level', and will be payable on the terms set out in the *Schedule of Fees and Charges*.

## ***Payment Methods***



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Payments may be made by:

- a) Credit card (by phone or online);
- b) Electronic Funds Transfer; or
- c) BPAY.

Cash payments are not accepted.

Payment plans may be approved where eligibility criteria are met and documented. Students may also nominate an approved third party (e.g. employer) to pay fees; however, unpaid amounts remain the student's liability.

## Overdue Payments

Students (or approved third-party payers) will be notified in writing when a due date for payment has not been met.

RQ reserves the right to:

- a) charge late payment fees in accordance with the *Schedule of Fees and Charges*;
- b) suspend the provision of training or assessment services;
- c) withhold results, statements of attainment, or qualifications (subject to any relevant funding contract terms); and/or
- d) suspend or cancel enrolment after reasonable notice.

Where a debt remains outstanding, RQ may also refer the matter to a debt-collection agency. Students will be notified in writing prior to the referral of any amount owing to a debt collection agency. The costs incurred by RQ in taking such action may be passed on to the student.

## Refunds Policy

### Withdrawals and Cancellations

Students may withdraw from training products by completing the 'Withdrawal/Refund Application Form' and emailing it to [training@racingqueensland.com.au](mailto:training@racingqueensland.com.au).

Students under 18 will require the consent of their parent/guardian to withdraw.

The following refund policy will apply:

- (a) **Prior to commencement:** Students, who give notice to cancel their enrolment 10 business days or more prior to the commencement of a course, will be entitled to a full refund of fees paid. Students who give notice to cancel their enrolment 9 business days or less prior to the commencement of a course will be entitled to a 75% refund of fees paid. The amount retained (25%) by RQ is required to cover the costs of staff and resources which will have already been committed based on the student's initial intention to undertake the training.
- (b) **After commencement:** Students who cancel their enrolment after a course has commenced will not be entitled to a refund of any fees paid in advance (subject to the terms of any relevant government or other funding arrangement).
- (c) **Other refund conditions:**
  - (i) refunds for textbooks or materials will not be provided once issued unless returned in as-new condition and approved in writing.
  - (ii) Refunds are not transferable to another person.
  - (iii) No refunds will be granted for missed classes.



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(iv) Students withdrawn for behavioural misconduct after formal warning will be not entitled to a refund.

Discretion may be exercised by RQ in all situations, if the student can demonstrate that extenuating or significant personal circumstance led to their withdrawal.

If RQ cancels a training product for any reason, students will be entitled to a full refund for any training services not yet provided. In this case, a statement of attainment for completed training will be issued, and the refund will be processed automatically within 30 days.

Students who are dissatisfied with RQ arrangements for the collection and refunding of tuition fees are entitled to lodge a complaint in accordance with RQ's *Complaints & Appeals Policy*.

## ***Refund Applications***

Upon receipt of a completed Withdrawal/Refund Application Form, RQ's E&WDM will assess the student's eligibility for a refund.

Students will be notified in writing of a refund decision within 14 days of RQ receiving the completed form (including all supporting information required).

Approved refunds will be processed within 30 days of the date of the decision notice.

Refunds will be issued via electronic funds transfer to the student's (or other payee's) nominated bank account. Students must provide accurate bank account details on the Withdrawal/Refund Application Form for electronic funds transfer.

If a refund request is not approved, the student will be advised of their appeal rights in accordance with RQ's *Complaints & Appeals Procedure*.

## ***Notification of Changes***

If at any time there is a change to the agreed services to be provided or policies relating to the student's rights and the payment of fees and other charges, RQ will advise current students in writing (email) prior to any of these changes coming into effect. This includes changes to course delivery arrangements, changes to ownership or third party arrangements, changes caused by training product transition, or changes to its policies and procedures.

Students are to be notified of any changes to terms and conditions 28 days prior to these changes coming into effect. On being informed of these changes, students have the right to appeal the decision of RQ if the decision affects the terms of their enrolment or the services agreed to at the beginning of their enrolment. The appeal of any decision is to be handled in accordance with RQ's *Appeals Policy and Procedure*.

