Fees and refunds – QLD Career Start – Traineeship Pathway - policy and procedures.

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1 PURPOSE AND SCOPE

The purpose of this policy and procedure is to outline TRILITY's approach to managing fees and refunds in relation to trainees and to demonstrate how fees paid in advance are protected by TRILITY.

This complies with Clause 18 of the Compliance Requirements, Standards 2.1 and 4.4 of The Outcome Standards, and Clauses 36-42 of the Skills Assure Supplier Audit Evidence Requirements in addition to requirements in the Career Start Program Policy.

Definitions

Term	Definition
ASQA	Australian Skills Quality Authority, the national VET regulator and the RTO's registering body
DELTA	Means the department's Direct Entry Level Training Administration database system.
Department	Means the Queensland Government Department of Trade, Employment and Training (DTET)
Employer Contribution Fee	The fee amount the employer has committed to pay for additional services for example: accommodation
Fee Payer	The nominated payer of a trainees course fees, usually either the trainee or the employer paying on behalf of the trainee

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Term	Definition
May	Indicates a possible course of action.
SAS	SAS (Skills Assure Supplier) or supplier means an SRTO approved by the department as a Skills Assure Supplier to deliver publicly funded Career Start training and assessment services
Shall	Indicates a mandatory requirement.
Should	Indicates a preferred course of action.
SRTO	Means supervising registered training organisation, as defined in the Act
Standards	The 2025 Standards for Registered Training Organisations (RTOs) of the VET Quality Framework which can be accessed from www.asqa.gov.au
Student Contribution Fee	Means the non-government financial contribution to the cost of the training and assessment services provided by the SAS — the fee is paid to the SAS.
Trainee	Means an employee being trained in a traineeship under a Training Contract registered by the department on DELTA and issued with a registration number.
traineeship	Means employment-based training declared to be a traineeship.

2 TRAINING REQUIREMENTS

There are no specific training requirements applicable to this procedure.

3 POLICY

3.1 Information about fees and charges

- This policy relates to trainees who are being trained under traineeship arrangements.
- To be eligible to receive government subsidised training, the trainee must:
  - have entered into a Training Contract for a qualification that is funded by DTET
  - be registered on DTET's training data base (DELTA)
  - if from overseas, have a Visa allowing them to work in Australia
  - select a training provider that holds SAS status for their nominated qualification, and
  - not have already completed two apprenticeship/traineeship qualifications (including SATs) within the last 10 years
  - not be currently enrolled in another DTET-funded qualification, even if that enrolment is on hold or deferred (foundation skills qualifications do not count)
- Fee information relevant to a course is outlined in detailed in the Student Agreement and summarised on the Course Outline as well as the RTO's website. Detailed fee information is provided prior to enrolment
- Fee information includes:
  - Full costs for the course

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- Method of collection
- Refunds
- Exemptions / Concessions

- The Student Agreement, Employer Agreement and the Student Handbook which are provided prior to enrolment, includes this Fees and Refunds Policy and Procedure and informs the trainee and employer of their consumer rights. Trainees are asked to sign the Student Agreement in acknowledgement of the terms and conditions of the enrolment and this policy.
- Where an employer is paying for a trainee's course, an Employer Agreement will be provided at the time of enrolment outlining the total fees, payment terms and schedule of payments applicable.

3.2 Student contribution fee

- Student contribution fees apply to Career Start Traineeship Pathway enrolments and although charged and payable to TRILITY, are set by the department. Student contribution fees are detailed on the Student Agreement and include:
  - Preparation of a training plan and training record.
  - All of the training and assessment as well as educational support services required for trainees to achieve the qualification or course in which they are enrolling.
  - One copy of the required text books.
  - Issuance of one set of certification documents including the testamur (certificate) and record of results and/or a Statement of Attainment (in the case of withdrawal or partial completion).
- Student contribution fees do not include:
  - Any optional textbooks and materials that may be recommended but not required to complete a course.
  - Any additional charges beyond the trainee and government contributions, not related to training and assessment. These are outlined prior to accepting enrolment.
  - Replacement textbooks if original copies are lost or misplaced. Costs for replacement textbooks are outlined on the Student Agreement.
  - Stationery such as paper and pens or other personal use items such as computers or internet access that may be required to complete homework tasks.
  - Printing costs (if required).
  - Re-issuance of AQF certification documents. Re-issuance or additional copies of these documents will attract a fee of $50 per document plus the cost of postage if required.
- Student contribution fees are calculated at $1.60 per nominal hour for each unit of competency to be calculated at the commencement of the unit of competency.
- Student contribution fees may be adjusted annually and TRILITY will be informed by the department of any changes to the student contribution fees.

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- Trainees will not be changed for units which are Credit Transferred, or Transitional Gap trained.
- If eligible for recognition of prior learning (RPL), no additional fees apply to conduct RPL assessment.
- When a trainee converts from a school-based trainee to a full-time or part-time traineeship, the trainee contribution fees will be charged for training and assessment for any units of competency not yet commenced. This does not apply when the trainee is under 25 and is undertaking a high priority qualification as identified by the department.

3.3 Employer contribution fee

- Employer contribution fees apply to Career Start Traineeship Pathway enrolments and are in addition to the student contribution fee. These are set by TRILITY, will be outlined on the schedule prior to enrolment on the Employer Agreement and include (but are not limited to):
  - Additional resources required for electives chosen.
  - Mode of delivery.
  - Location.
  - Cost of travel and any accommodation required.

3.4 Payments

- TRILITY protects the fees that are paid in advance by trainees by not requiring a trainee to ever pay more than $1,500 in advance for services not yet provided, either prior to course commencement or at any stage during their course. This is consistent with the Skills Assure Supplier Policy 2025-2028, Appendix 1(B), which caps upfront charging at 30% of the total co-contribution fee, except where the trainee or employer explicitly requests to pay a higher amount upfront.
- Student contribution fees may be paid on behalf of the trainee by their employer or a third party unrelated to TRILITY but cannot be paid or waived by TRILITY (whether directly or indirectly), unless approved in writing by the department.
- Payments can be accepted by EFTPOS, electronic transfer, credit card, money order or direct debit.
- Trainees who are experiencing difficulty in paying their fees are invited to call our office to make alternative arrangements for payment during their period of difficulty. Where evidence indicates payment of the student contribution fee would cause the trainee extreme financial hardship. TRILITY has process' in place in order to explore further payment options to lessen the impact of a payment prior to applying for a fee exemption. Applications for financial hardship and relevant supporting documentation will be gathered and assessed on an individual basis.
- Debts will be referred to a debt collection agency where fees are more than 40 days past due.
- TRILITY reserves the right to suspend the provision of training and/or other services until fees are brought up to date. TRILITY must inform the trainees' employer of any pending suspension.
- Where a student contribution fee is not paid despite TRILITY providing its fees policy prior to enrolment and making requests for payment, or the employer does not pay, or agree to pay any

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additional charges as advised prior to enrolment, TRILITY reserves the right to refuse to become the SRTO or enrol or provide the training and assessment services to the trainee.

- However, once TRILITY has claimed government subsidy payment for a unit of competency, the result, Statement of Attainment or Qualification must not be withheld from the trainee due to non-payment of the student contribution fee (Skills Assure Supplier Policy 2025-2028, Performance Standard 5G).

3.5 Fee exemptions

- Partial Exemption

  TRILITY will only charge 40 per cent of the student contribution fee where the trainee falls into one or more of the following exemption categories:

  - The trainee was or will be under 17 years of age at the end of February in the year in which the SAS provides training, and the participant is not at school and has not completed year 12.
  - The trainee holds a Health Care Card or Pensioner Concession Card issued under Commonwealth law or is the partner or a dependant of a person who holds a Health Care Card or Veteran or Pensioner Concession Card and is named on the card.
  - The trainee issues TRILITY with an official form under Commonwealth law confirming that the participant, his or her partner or the person of whom the trainee is a dependant, is entitled to concessions under a Health Care Card or Veteran or Pensioner Concession Card.
  - The trainee is an Aboriginal or Torres Strait Islander person. Acceptable evidence is as stated on the Training Contract and Enrolment Form.
  - The trainee has a disability.
  - The trainee is from a non-English speaking background.

- Full Exemption

  TRILITY will apply full exemption from the student contribution fee where the trainee falls into one or more of the following exemption categories:

  - Where payment of the student contribution fee would cause extreme financial hardship, and TRILITY has validated this claim.
  - All School-based traineeships receive a full exemption for student contribution fees.
  - Free apprenticeships for under 25s initiative will cover the cost of training for Queensland apprentices or trainees who have commenced (or were already undertaking) an apprenticeship or traineeship between 1 July 2025 and 30 June 2027, in one of the following:
    - NWP20122 Certificate II in Water Industry Operations
    - NWP30222 Certificate III in Water Industry Operations

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3.6 Refunds

- TRILITY will provide a full refund for any student contribution fees charged for training delivery provided training had not commenced at the time of the cancellation of enrolment.
- Where the entire student contribution fee has been paid for the full qualification or a unit/s of competency and cancellation occurs prior to any training being commenced, a full refund will be given to all units paid for.
- Where an employer has paid for any agreed additional charges beyond the trainee and government contributions, a full refund applies if services related to those additional charges have not been provided.
- Where a trainee has achieved competence in a unit, refunds will not apply to those units at time of cancellation.
- Where a trainee has paid for and commenced a unit but has not yet completed the unit, refunds will be paid proportionate to the number of hours of training and assessment undertaken by the trainee as reported by TRILITY.
- Refunds are calculated at $1.60 per nominal hour for each unit of competency, or $1.60 x 40% for trainees with partial exemptions.
- In the unlikely event that TRILITY or any third parties responsible for delivering training and assessment on its behalf, is unable to deliver the course or any portion of the course as promised, the trainee will be issued with a refund for the course or portion of course that was not provided. This includes the following situations:
  - Where TRILITY or any third parties delivering training and assessment on its behalf ceases to operate.
  - Where TRILITY ceases to deliver the course in which a trainee is enrolled and the agreement is terminated.
  - Where TRILITY needs to make a change to the terms of the trainee agreement (such as the way the course is delivered or conditions of enrolment) and a new agreement cannot be reached with the trainee to account for changes.
- In any of the above situations, TRILITY will automatically conduct a refund assessment of all affected trainees and issue the refunds due accordingly.
- Refunds will be issued within 28 business days.
- The outcome of the refund assessment will be provided in writing to the trainee's registered address within 28 business days, outlining the decision and reasons for the decision along with any applicable refund or adjustment note. Refund decisions can be appealed following our Complaints and Appeals Policy & Procedure.

3.7 Recording and payment of refunds

- Refunds will be paid to the person or organisation that made the original payment.
- Refund assessments can be appealed following our *Complaints and Appeals Policy and Procedure*.

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- Records of refund assessments and issuance of refunds will be stored securely on the trainee's file and in our accounts keeping system.

3.8 Publication

TRILITY will publish in a prominent place on its website the following:

- The Student Handbook.
- This Fees and Refunds Policy.

4 PROCEDURES

4.1 Trainee fees

Procedure	Responsibility
A. Student contribution fees • Charge student contribution fees in line with the Career Start Traineeship Pathway policy outlined on the Student Agreement. • Ensure any eligible concession rate has been applied. • Ensure fees are not charged to students eligible for exemptions. • Payers have 14 days to pay an invoice. • Keep a copy of the invoice on the trainee's file.	Administration team
B. Employer contribution fee • Charge employer contribution fees in line with the fee schedule and outlined on the Employer Agreement. • Ensure fees are not directly charged to students for these additional agreed charges. • Payers have 14 days to pay an invoice. Keep a copy of the invoice on the trainee's file.	Administration team
C. Receiving payments • Payments may be made by EFTPOS, cash, direct bank transfer, credit card or direct debit. • Record payments against the relevant invoice in aXcelerate. • Provide the payer with a receipt.	Administration team
D. Managing overdue fees • Send out statements monthly to payer to show outstanding fees. • Call trainees / employers where payments are more than 14 days overdue. • Any payer with an invoice over 40 days past due should be referred to the debt collection agency where all other attempts to recover monies owed or negotiate a payment plan have failed. • Refer to the Training Manager about suspending training until fees are brought up to date. If training is suspended send a letter to the trainee and employer advising of suspension until payment is made. Advise Trainer/Assessor and DTET.	Administration team+ Training Manager

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Procedure	Responsibility
• Where fees continue to be unpaid, refer to Training Manager to consider withdrawal.	

4.2 Refunds

Procedure	Responsibility
A. Processing refunds • If a course is cancelled by TRILITY: a. Trainees who have enrolled and paid their full student contribution fee for the entire course or unit/s should be automatically issued a refund. b. Notify them in writing and issue refund. c. Record on file. • Trainees who withdraw from their course will be automatically assessed for a refund. • To make an assessment of a refund due, consider the services the trainee has received. Consider the following: a. Training provided and received (i.e. the number of hours of training and assessment undertaken by the trainee as reported by TRILITY. b. Whether any partial or full exemptions apply • Notify the fee payer in writing of the outcome of the refund assessment and make payment of refund where applicable. • Keep a copy of the refund assessment on the trainee's file. • Any additional fees charged to an employer but services/resources not yet provided or utilised.	Administration team

5 REFERENCES

- TRG-SC5.01 *Refund application form*
- TRG-SC5.02 *Notice of refund*

6 REVISION HISTORY

Document No. & Name:	SC5 - Fees and Refunds P&P V2.1
Quality Area:	Students and Clients
Author:	TRILITY
Status:	Approved
Approved By:	Tammy Hatchman
Approval Date:	26/10/2026
Last Review Date	07/09/2026
Next Review Date:	07/09/2027
SAS Policy:	Career Start Program Policy Outcome Standard 2.1, 4.4. Compliance Requirement Clause 18

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