



## FEES, CHARGES AND REFUND POLICY

This document outlines the policies and procedures at Barleys Traffic Management Training (TMT) concerning the payment of student fees and the process for issuing refunds when applicable. It serves as a guide for both the institution and its students.

### Introduction

Barleys Traffic Management Training reserves the right to charge fees for the services provided to students engaging in training and assessment that leads to a Victoria or nationally recognised outcome. These fees encompass various aspects, including course materials, student services, administration, and training and assessment services.

### Fee Payment

At Barleys TMT, we operate on a pay-at-enrolment basis. This means that fees are due at the time of course selection and enrolment. We strive to maintain transparency regarding all fees and charges associated with our training programs. You can find the current fees and charges for each of our training products listed on the individual qualification webpages within our website, and is inclusive of all course fees, administration fees, material fees, and any other charges for enrolling in a qualification/training program.

Where changes to tuition fees have occurred, evidence of historical fees will be retained.

### Limiting fees being paid in advance

Barleys TMT acknowledges that it has a responsibility to limit the fees paid by students in advance of their training and assessment services being delivered. To meet our responsibilities, Barleys TMT will accept payment of no more than \$1,000 from each student prior to the commencement of the course. This requirement applies regardless of the payment for the fees being made directly or through a third party. Following the course commencement, Barleys TMT may require payments of additional fees as per scheduled payment plans from the student but only such that at any given time, the amount required to be paid in advance is consistent with the portion of training being delivered.

### Payment of GST

GST is exempt under section 38-85 GSTR 2003/1 Goods and Services Tax, tax ruling. The ruling explains the supply of a course for 'professional or trade course' is a GST-free education course. ATO reference: <http://law.ato.gov.au/atolaw/view.htm?docid=GST/GSTR20031/NAT/ATO/00001> Where a student is enrolled in a course which is offering units of competency or a whole qualification, the course fees attached to this enrolment will be exempt from the payment of GST. GST does apply on the payment of some miscellaneous charges where these charges are in addition to and outside the normal services offered in a course.

### Miscellaneous Charges

Barleys TMT will levy some miscellaneous charges for services. These may include re-issuing a certificate or card after it has been initially issued to a student. This process will incur an additional fee of \$50.00.



Additional costs incurred will depend on the services sought. All additional costs regarding additional support funding will be at the student's expense. Expenses will be determined and discussed with students on a case-by-case basis and documented in the Barleys' Student Management System.

## Refund and Reschedule

### Rescheduling Policy

Participants are permitted a maximum of one rescheduling instances. Subsequent rescheduling attempts will incur the full course fee.

In the event of a class cancellation by Barleys TMT, participants can opt for an alternative date or receive a full refund of the course fee. Refunds, however, do not cover additional expenses incurred by participants. All refund requests must be submitted via email to [training@barleys.net.au](mailto:training@barleys.net.au). Telephone requests will not be accepted. Upon approval, refund funds will be returned to the original payment account, with a processing time of approximately 1-2 weeks.

### Partial Refund Conditions

For late arrival, insufficient ID, or inadequate English proficiency, a partial refund may be requested.

### Assessment Completion

Failure to successfully complete assessments requires students to rebook the course at a training cost of \$50 per person.

### Reschedule and Cancellation Fees

Rescheduling requests made more than 7 days before the class start time are free. Requests within 7 days incur a 25% rescheduling fee. Rescheduling requests within 24 hours of the class start time is prohibited.

Cancellation requests over 7 days before the course start receive a full refund with a \$10.00 administrative fee. Requests within 7 days get a 50% refund. Cancellation requests within 24 hours of the class start time is prohibited.

In the case of non-attendance, no refund or rebooking will be provided.

In the event of late arrival, a 50% refund of the course cost will be granted.

If a participant has an insufficient level of English, fails to provide the required identification (applies to courses requiring 100 points ID), or fails to produce their White Card for those classes requiring, no refund will be given. No refund will be given where students provide insufficient evidence for courses requiring evidence within the required timeframe.