



Payment Terms and Conditions- Schedule of Fees and Charges

The Operator School charge fees for services provided to students undertaking training and assessment. These charges are generally for items such as course materials and resources, student services and training and assessment services.

When and how do I pay?

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

- for a Short Course, the total fee is generally required to be paid via the website, invoice or at reception at the point when the student is registering for the course.
- 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.

The Operator School accepts payment for fees using the following payment methods:

- Credit Card either over the phone or via our electronic invoice
- Electronic Funds Transfer (account details provided on the invoice)
- BPay – authorised bank payment

Payment in cash is not available. Please refer to our invoice for payment options.

Can I get a refund?

Yes, 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. This includes situations where the student may register for a course within the 10 business days prior to the course commencement.

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 The Operator School is required to cover the costs of staff and resources which will have already been committed based on the students' initial intention to undertake the training.



Students who cancel their enrolment part way through a course must notify The Operator School in writing via email or letter at the soonest opportunity. Students who cancel their enrolment **after a course has commenced** will not be entitled to a refund of fees.

Where a student has purchased and been supplied a text or training workbooks and subsequently cancels, The Operator School will not provide a refund for already supplied text or training workbooks.

Discretion may be exercised by the Chief Executive Officer in all situations, if the student can demonstrate that extenuating or significant personal circumstance led to their withdrawal. In these cases, the student should be offered a full credit toward the tuition fee in another scheduled course in-lieu of a refund. Chief Executive Officer may also authorise a refund of tuition fees if the circumstances require this.

Where refunds are approved, the refund payment must be paid to the student within 14 days from the time the student gave written notice to cancel their enrolment. Tuition refunds are to be paid via electronic funds transfer using the authorised bank account nominated by the student on the Refund Request Form.

All requests for refund of fees must be made in writing using the *Refund Request Form* which may be obtained from The Operator School reception or from the website. The form must be signed by the student.

The following outlines the The Operator School refund policy in various circumstances and situations which may arise:

- Cancelling enrolment after a course has commenced - Students who cancel their enrolment after a course has commenced will not be entitled to a refund of fees.
- Refunds for textbooks - Where a student has purchased a textbooks or training workbooks and subsequently cancels, The Operator School will not provide a refund monies for a textbooks or training workbooks.
- Refunds of enrolment fees - Where an enrolment fee applies, enrolment fees are non-refundable in all circumstances.
- Non-transferable - The Operator School refunds are not transferable to another person.



- Refunds for classes missed - No refunds will be made for classes missed due to exams, excursions, or other obligations that fall outside the normal schedule of classes.
- Intake numbers are insufficient - The Operator School reserves the right to cancel a course if intake numbers for a scheduled course are insufficient. In the unlikely event that The Operator School cancels a course if intake numbers are insufficient, the student will receive a full refund.
- Behaviour Misconduct - Students who demonstrate behavioural misconduct after being formally warned are to have their enrolment cancelled and will not be entitled to a refund (ref to *PP2.7-Behaviour Misconduct*).

Students have the right to access The Operator School complaints and appeals processes and to also take further action under Australia's consumer protection laws.

Are my fees protected in case I need a refund?

The Operator School does not require prospective or current students to prepay fees in excess of the threshold for prepaid fee amount which is in excess of a total of \$1,500. This is an important consumer protection measure to limit the amount of fees that a student can be charged in advance of the services being delivered to the student.

If the cost of the course is less than \$1,500, generally the full amount will be requested for payment prior to the course commencing.

Do I pay GST in my tuition fees?

No – Training tuition fees are GST 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. GST does apply on the payment of some miscellaneous charges.

Changes to Terms and Conditions or Services

The Operator School reserves the right to amend the terms and conditions of the student's enrolment at any time. Changes may include changes to course delivery arrangements, changes to ownership or third party arrangements, changes caused by training product transition¹, or changes to our policies and procedures. If changes are made that effect the

¹ Training product transition is where the qualification or unit of competency you are enrolled in is superseded by a replacement qualification or unit of competency and The Operator School will need to review the best option for your training and will communicate with you about any changes.



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student's enrolment the student will be informed 28 days prior to changes taking effect. Students are provided this advance notice of 28 days to enable them to submit an appeal from the date they were informed of the decision. Further information about appealing a decision is contained in the section relating to complaints and appeals handling.

Please refer to the Student Handbook for further information on all student rights and obligations.



Schedule of Fees and Charges

Training Programs

RIIMPO318F Conduct civil construction skid steer loader operations	Full fee	CSQ Funded	Gap Fee
	\$755	\$505	\$250
RIIMPO320F Conduct civil construction excavator operations	Full fee	CSQ Funded	Gap Fee
	\$755	\$505	\$250
RIIMPO321F Conduct civil construction wheeled front end loader operations	Full fee	CSQ Funded	Gap Fee
	\$755	\$505	\$250
RIIMPO317F Conduct roller operations	Full fee	CSQ Funded	Gap Fee
	\$750	\$500	\$250
RIIMPO319E Conduct backhoe/loader operations	Full fee	CSQ Funded	Gap Fee
	\$755	\$505	\$250

Note.

- All training tuition fees are exempt from the payment of GST. No GST included.
- RPL fees are the same as the fee listed above for completing the listed course.
- The Operator School payment terms are 5 days of being issued an invoice or prior to the course commencing, whichever occurs first.
- The fee structure described above is designed to limit the amount paid by students upfront and is structured to collect fees as the course progresses.



Miscellaneous Charges

Re-issuing a certificate, qualification, or statement of attainment	
Replacement of issued learning/reference workbook (per workbook)	\$50.00 (Incl. GST)
Re-assessment fee	\$60.00 (Incl. GST)
<p>Note: Students will be offered three (3) assessment opportunities during a normal training program for each assessment event. The re-assessment fee will only apply if the student chooses to persist to demonstrate competence and complete the qualification. The re-assessment service includes individual re-training to prepare the student for the re-assessment.</p>	