

Fees and Charges Policy

No fees or charges are applicable to participants in training programs wholly funded by the Queensland or Commonwealth Governments. Fees will apply to Certificate 3 Guarantee programs funded by the Queensland Government.

Fees Payment

Fee amounts, terms and conditions will be provided in information available by contacting our organisation and enquiring about course availability, delivery and relevant fees. This information will be provided prior to enrolment.

Fees payable for Short Courses must be paid by individual participants in full, at course commencement or as negotiated. Either the participant, employment service agent, employer or community organisation is responsible for paying the enrolment fee. The participant is required to complete an enrolment form and forward it to their consultant or the training services administration staff along with indication of the payment.

Invoices for bulk enrolments by organisations will be issued after commencement and payment must be made within seven (7) days from the date of invoice, or as per supplier agreement.

Payment of all fees is receipted and dated at the time of payment. Records of fees receipted and dated are maintained and secured in a safe location.

Repeating Units and Reassessment

Two (2) attempts at an assessment are included in the fees, participants deemed not yet competent after two attempts will require re-enrolment and full fees will be payable.

Certificates / Statements of Attainment

A qualification or statement of attainment will be issued on completion of the course. No charge will be levied for reissue of these documents.

Recognition of Prior Learning (RPL)/Recognition of Current Competencies (RCC) Fees

Fees will be negotiated with students prior to the application being made depending on the number of units the application is for. SCQ will enter into a written agreement with the participant prior to the commencement of the RPL process. Fees are payable at the time of submission.

Credit Transfer

No charge

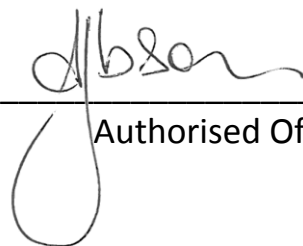
Refund policy

Should SCQ cancel any course for which fees have already been paid, participants are entitled to a full refund or transfer of funds to a future course.

In the event of illness, death of a family member or unforeseen circumstances, participants may withdraw from courses (once verification has been obtained) and re-enter the next available course. A refund does not apply.

Should a participant cancel their enrolment in a course, SCQ will refund fees for any unit that has not been commenced and resources have not been issued.

SCQ agrees that, once enrolment for a particular course is accepted, we will complete delivery of the course, or arrange for the participant to complete the training with another nearby RTO with minimal disruption to the participant.



Authorised Officer