

1 PURPOSE / BACKGROUND

This procedure outlines the approach of SYC in setting, charging, collecting and refunding for training and assessment services. It ensures that learners are provided with clear information about fees and refund conditions before enrolment, in line with the Standards for RTOs 2025.

2 KEY PRINCIPLES

- 2.1.1 All Learners are made aware of the payment terms and refund conditions.
- 2.1.2 Learners will not be charged more than the published fee unless agreed in writing.
- 2.1.3 SYC ensures all students are treated fairly and with integrity when applying for refunds.
- 2.1.4 Refunds are managed and processed fairly and promptly, in accordance with this procedure.
- 2.1.5 Learners are protected through fee limits and access to complaints and appeals processes.

3 PROCEDURE

3.1 Fees and Charges

- 3.1.1 All course pricing information is made publicly available through the SYC website. Each page allocated to the respective course includes the fee information related to that program.
- 3.1.2 Fee for service course fees are determined based on the type of course, duration and resources required for Delivery and Assessment.
- 3.1.3 Determining the value of programs under Subsidised Training is governed by the Subsidy Calculator:
 - a. **South Australia** <https://providers.skills.sa.gov.au/subsidised-training-list>
 - b. **Co-contributions** in the above schedule are generalised as co-contributions which are subject to differ. Co-contribution should be checked and confirmed using the Training Fee Framework: [Training Provider Centre | Training Fee Framework \(skills.sa.gov.au\)](https://providers.skills.sa.gov.au/training-provider-centre/training-fee-framework) Student co-contribution fee is required for all courses subsidised under the FAA however fees may be paid by a third party on behalf of the student
- 3.1.4 Where the program is delivered under a Government Funded Scheme such as through Skills SA and enrolment conditions apply, this information is also included in the website description and available prior to the student enrolling.
- 3.1.5 Fee for service clients will be provided with a Participant Invoicing Agreement to be signed (if applicable).
- 3.1.6 Depending on the program, Students enrolling in programs will either pay the fee on enrolment or provide a Purchase Order to authorise the invoice. SYC understands that there may be circumstances where a student requires a third party to pay on their behalf and a Purchase Order will be necessary.
- 3.1.7 To ensure a place in a course, all invoiced fees must be paid in full prior to enrolment unless alternative payment terms have previously been agreed between the Student and SYC.

- 3.1.8 SYC offers payment plans where applicable. The individual payment plan will outline the agreed payment schedule.
- 3.1.9 SYC does not collect more than \$1500 from any individual student or third-party provider paying on the students' behalf.
- 3.1.10 Standard payment terms are as per the due date on SYC invoices. In the event of non-payment of fees, SYC reserves the right to suspend or cancel enrolment after notice has been provided. Additional debt recovery fees may apply.
- 3.1.11 Confirmation of bookings will be provided in writing once payment has been confirmed.
- 3.1.12 All outstanding fees and charges must be paid before Certificates and Statement of Attainments will be issued. The issuance of a qualification or Statement of Attainment may be withheld until all fees are paid, where applicable.
- 3.1.13 Debt recovery fees may apply on overdue accounts.

3.2 Additional Charges

- 3.2.1 Replacement Certificates and Statement of Attainments are available upon request and may incur an Administration fee of \$25.00.
- 3.2.2 Replacement White Cards are available upon request and may incur an Administration fee of \$15.00, \$35.00 for both Statement of Attainment and White Card.

3.3 Fee protection measures

- 3.3.1 SYC adopts the following measures for ensuring students are protected including:
 - a. does not accept more than \$1500 in advance from any individual learners
 - b. Structured payment plans are available to limit how much is collected at milestones.

3.4 Refunds

- 3.4.1 A refund may be requested by the student under the following circumstances:
 - a. **Course Cancellation:** If SYC cancels or postpones a course, where possible the student will be notified in writing at least one week prior to commencement. The student will be offered the opportunity to reschedule, or a full refund of all fees paid will be processed within 30 days of cancellation.
 - b. **Non-acceptance of enrolment:** If the student has already paid and SYC does not accept the enrolment of a learner after payment, a full refund will be provided.
- 3.4.2 Requests for refunds must be made via email to training@syc.net.au and must be submitted at least 7 or more working days prior to the commencement of the course.
- 3.4.3 The request must include:
 - a. The students full name and contact details
 - b. Course name
 - c. Reason for refund
 - d. Any supporting documentation
- 3.4.4 SYC will acknowledge receipt of the refund request within 3 business days of receipt.

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- 3.4.5 No refunds or transfers will be approved if the request is made less than seven (7) business days of notification prior to the scheduled course commencement date.
 - 3.4.6 No refunds or transfers will be approved for non-attendance to a course without notification, unless exceptional circumstances apply. This will be at the discretion of SYC.
 - 3.4.7 Clients who fail to attend the course without advising SYC will be charged the full fee per participant.
 - 3.4.8 The Business Support Team will provide details to SYC Finance to reimburse students or providers paying on their behalf. All students have the right to appeal a refund decision made by SYC. Students wishing to appeal are to follow the Complaints and Appeals Procedure



4 FEE SCHEDULE

Funded through Subsidised Training List

Funded through Subsidised Training List – South Australia Only					
Course Code	Course Name	Eligibility conditions	Student contribution	Total Course Fee	Payment due
SIR30216	Certificate III in Retail	Traineeship Contracts only + STL Criteria Applies + Managed Course List Criteria	\$205 (based on 410 hours)	Remainder paid under WorkReady funding	Co contribution due prior to Commencement
CPC20220	Certificate II in Construction Pathways	VET in Schools Criteria applies	\$220 (Based on 440 hours)	Remainder paid under WorkReady funding	Co contribution due prior to Commencement
FSK10219	Certificate I FSK10219	Bridging units Or STL Criteria Applies	Fee Free	Full Course paid under WorkReady Funding	N/A
FSK20119	Certificate II in Skills for Work and Vocational Pathways	Bridging units Or STL Criteria Applies	Fee Free	Full Course paid under WorkReady Funding	N/A
SSDIS01001	Ready, Set, Go, Employability Skill Set	STL Criteria Applies	\$100 (Based on 200 hours)	Remainder paid under WorkReady funding	Co contribution due prior to Commencement



Fees, Charges and Refund Procedure

SSDIS01008	Introduction to Construction Skill Set	STL Criteria Applies	\$95 (Based on 190 hours)	Remainder paid under WorkReady funding	Co contribution due prior to Commencement
SSDIS01014	Basic Skills for Retail Skill Set	STL Criteria Applies	\$95 (Based on 190 hours)	Remainder paid under WorkReady funding	Co contribution due prior to Commencement
SSDIS01007	Basic Skills for the Food Industry Skill Set	STL Criteria Applies	\$70 (Based on 137 hours)	Remainder paid under WorkReady funding	Co contribution due prior to Commencement

Domestic Full Fee-Paying Student (applicable to all National Students who are not eligible/ entitled to government funding)				
Course Code	Course Name	Total Course Fee	Payment Structure	Payment due
BSB30120	Certificate III in Business	\$1300	\$650 for Semester 1 \$650 for Semester 2	50% of the units involved on enrolment The remainder invoiced on completion of Semester 1
SIR30216	Certificate III in Retail	\$1300	\$650 for Semester 1 \$650 for Semester 2	50% of the units involved on enrolment The remainder invoiced on completion of Semester 1
SIT30622	Certificate III in Hospitality	\$1300	\$650 for Semester 1 \$650 for Semester 2	50% of the units involved on enrolment The remainder invoiced on completion of Semester 1



Fees, Charges and Refund Procedure

Domestic Full Fee-Paying Student (applicable to all National Students who are not eligible/ entitled to government funding)				
Course Code	Course Name	Total Course Fee	Payment Structure	Payment due
CPCWHS1001	Prepare to work safely in the Construction Industry	\$120	Full fee required prior to enrolling	Fee Paid Prior to Commencement
SITHFAB025, SITXFSA005	Barista Course	\$250	Full fee required prior to enrolling	Fee Paid Prior to Commencement
SITSS00069	Food Safety Supervision Skill Set	\$150	Full fee required prior to enrolling	Fee Paid Prior to Commencement
SITSS00071	Provide responsible service of alcohol	\$120	Full fee required prior to enrolling	Fee Paid Prior to Commencement

Funded through WorkForce Australia			
Course Code	Course Name	Total Course Fee	Eligibility conditions
FSK10219	Certificate I in Skills for Vocational Pathways	Fee Free if eligible	Australian Government Department of Employment and Workplace Relations
FSK20119	Certificate II in Skills for Work and Vocational Pathways	Fee Free if eligible	Australian Government Department of Employment and Workplace Relations

5 DEFINITIONS

Nil.

6 ASSOCIATED DOCUMENTS / REFERENCES

In support of this Procedure, the following documents apply:

- Enrolment Form
- Student Handbook

7 APPLICABILITY, ACCOUNTABILITY, RISK ASSESSMENT AND PROPERTIES

This policy/ procedure applies to all students enrolling in training attracting a student co-contribution or fee for service model.

Organisational compliance with this policy/ procedure will be determined through internal compliance audits and reviews.

Opportunities for Improvement in relation to this policy/procedure or its implementation may be registered in Skytrust.

Document Properties			
Document Type	Procedure	Manual Name	N/a
Document Number	SYC0-786892687-621	Owner	Jeremy Yu
Version	Version: 13.0	Portfolio	Learning
Issue Date	30/09/2025	Program	RTO
Risk Level	Medium		
Endorsements:	N/a		