PROJECT:

Parabellum International Training RTO 51786

DOCUMENT No:

PIT-GBM-POL-003

DOCUMENT TITLE:

Fees and Refunds Policy Procedure

0	17.10.2025	Issued for Use	I. Clover	C. Coupland	C. Coupland
0A	02.09.2025	Initial Draft	I. Clover	I. Clover	C. Coupland
REVISION	**DATE**	**DESCRIPTION OF REVISION**	**ORIGINATOR**	**CHECKED**	**APPROVED**

TABLE OF CONTENTS

1 PURPOSE

Parabellum International Training RTO (51786) is committed to providing quality training and assessment services in accordance with the Standards for Registered Training Organisations and the Compliance Requirements. This includes a fair and transparent policy and procedure for charging, protecting and refunding course and related fees.
Parabellum International Training implements financial safeguards for fees, charges and subsidies received from all students and training service clients to ensure financial integrity.

2 SCOPE

This policy forms part of Parabellum International Training Quality Management System and applies to all fees, charges and refunds applicable to the provision of programs and courses offered by Parabellum International Training and related entities. It applies to students paying full fees and those entitled to concession fees and exemptions.

3 POLICY STATEMENT

Parabellum International Training makes every effort to ensure potential clients and students are made aware of the relative fees, charges, available concessions and exemptions and refund arrangements for all programs offered before accepting a student for enrolment. Parabellum International Training is committed to ensuring fair and reasonable financial practices by:

- Implementing and maintaining a process for the fair and reasonable refund of fees paid.
- Providing refunds for fees and charges paid by individuals/clients where training and assessment activities have not been delivered.

Financial Viability and Management of Prepaid Fees

Parabellum International Training maintains a comprehensive financial plan to ensure the ongoing financial viability necessary to support the delivery of high-quality training and assessment services. This plan includes detailed monitoring of financial performance, financial position, and cashflows. Parabellum International Training robust system manages prepaid fees and ensures that refunds can be issued promptly if Parabellum International Training is unable to deliver the agreed training and assessment services.

Prepaid fees are protected through financial controls and insurance arrangements to safeguard students and clients in the event of course cancellation or other disruptions.

Parabellum International Training adheres to the policy of not collecting more than $1,500 in advance for nationally recognised training, ensuring financial protection for students and compliance with the Standards for Registered Training Organisations.

4 DEFINITIONS AND ABBREVIATIONS

ASQA	Australian Skills Quality Authority, the national regulator for vocational education and training (VET).
AQF	Australian Qualifications Framework, the national policy for regulated qualifications in Australian education and training.
GST	Goods and Services Tax, a broad-based tax of 10% on most goods, services, and other items sold or consumed in Australia.
Learner Fees	Fees charged to students for enrolment, tuition, materials, and services related to training and assessment.
Prepaid Fees	Any fees collected from a learner in advance of training and/or assessment services being provided.
RTO	Registered Training Organisation, a training provider registered with ASQA (or relevant regulator) to deliver nationally recognised training.

Standards for RTOs	The legislative standards that RTOs must comply with to maintain registration.
Financial Viability Risk Assessment (FVRA)	An assessment required by ASQA to determine an RTO's financial capacity to deliver quality training and assessment services.
Accounting Methods	The system or basis used by the RTO to record, report, and track financial transactions.
Budget	A financial plan that outlines expected revenue and expenses for a specific period.
Cash Flow	The movement of money in and out of the RTO's accounts, reflecting liquidity and operational capacity.
Petty Cash	A small amount of cash kept on hand by the RTO to cover minor or incidental expenses (e.g., office supplies, postage, staff reimbursements). Petty cash is controlled through a register or voucher system to ensure accountability and accurate record-keeping.
Asset	Any resource owned or controlled by the RTO that has current or future economic value.
Audit	A systematic, independent examination of the RTO's financial records, processes, and compliance practices to ensure accuracy, accountability, and adherence to relevant laws, standards, and policies.
Accounts Receivable	Money owed to the RTO by learners, employers, or clients.
Accounts Payable	Money owed by the RTO to suppliers, contractors, or other parties
Fraud	Any deliberate act of dishonesty intended to secure unfair or unlawful financial gain or advantage. In the RTO context, fraud may include falsifying financial records, misappropriating funds, theft of assets, or providing misleading information to regulators, funding bodies, learners, or stakeholders.
Refunds	The return of fees or payments to a learner, client, or third party.

5 PROCEDURES

5.1 NOTIFYING FEES AND CHARGES

Students and/or their employers will be advised in writing of any fees, charges, available concessions and exemptions and resource costs relating to their study program prior to or at the time of, enrolment. Payment arrangements are aligned to courses and may vary depending upon factors such as course length, student cohort, and government contract guidelines.

Parabellum International Training advises its fees and related costs in course promotional materials including course guides and information packages on our website, in quotes for industry training, and in pre-course invoices.

5.2 ADMINISTRATION AND RESOURCE CHARGES

These may include non-refundable administration fees, enrolment fees, learning resources essential for the course, consumable items transformed by students during the course, textbooks, photocopying, additional copies or re-issue of qualifications and academic transcripts.

Additional charges may apply, including follow up charges associated with late or non-payment and dishonoured cheque fees.

Any equipment/property either purchased separately by the student or paid for as part of materials fees becomes the property of the student.

5.3 Payment Arrangements

All enrolment fees, administrative charges or other charges must be paid by the specified due dates. Payment may be made by EFTPOS, direct bank deposit, or credit card.

Course fees may be paid in instalments according to an agreed payment schedule. Parabellum International Training will provide information and inform students of these arrangements prior to enrolment. Students who enter a payment schedule commit to paying all required course fees prior to course completion.

Parabellum International Training will not pay the student fee on behalf of the student unless Parabellum International Training is also the employer of the student or a provider of government-funded employment services and the student is a client.

5.4 Non-payment of Fees

Failure to pay fees and charges by the due date may result in suspension from attending or participating in the course, exclusion from assessment activities, withholding of qualification and academic record, termination of enrolment, and exclusion from any future enrolments at Parabellum International Training. Fees and charges that remain unpaid after ninety (90) days from the due date may be referred to a debt collection agency.

5.5 Fee Assurance

Parabellum International Training is required to protect fees paid in advance for nationally recognised training, including any subsidised training. To meet this regulation, Parabellum International Training will not accept payment of **more than $1,500** from individuals prior to the commencement of their course.

Following course commencement, Parabellum International Training may require payment of additional fees in advance from the student but only such that at any given time, the total amount required to be paid which is attributable to tuition or other services yet to be delivered to the student does not exceed $1,500.

5.6 Refunds for Programs

All students at Parabellum International Training, are entitled to a refund of all or part of their course fees if:

- The student has overpaid the course fee.
- Parabellum International Training cancels the course for any reason.
- The student has medical hardship or another extenuating circumstance preventing their attendance. Applications for these circumstances will be assessed on a case-by-case basis.
- In the opinion of the CEO or designated representative, the course and/or its delivery has not met the reasonable expectations of the students.

5.7 Non-refundable circumstances

If a student chooses to withdraw from an enrolled program five (5) business days prior to course commencement, a non-refundable administration fee will apply. Students will be informed of the amount in pre-enrolment information.

No refunds of course fees will apply after the course has commenced, except in cases of extenuating circumstances.

Parabellum International Training will not refund course fees where the student requests the refund because they:

- Change their mind about attending the course after they have enrolled in the course.
- Change jobs.
- Change work hours.
- Move out of the area, or
- Are made redundant or retrenched.

5.8 Approving Refunds

All refunds must be approved by the RTO Manager. Exemptions to the refund conditions may occur where the student has extenuating circumstances or on compassionate grounds.

5.9 Credits for Course Fees

Students may apply for a credit of course fees, less the applicable non-refundable administration fee, if they provide five (5) business days' notice of cancelling their enrolment prior to the course commencing.

NOTE: Any credit issued only remains valid for a period of twelve (12) months from the date it is issued. After this period any credits will be forfeited.

5.10 Transfers To Other Courses

Students may apply for a transfer of course fees to another course of their choice, less the applicable non-refundable administration fee, if they provide five (5) business days' notice prior to the course commencing.

Only one transfer per an enrolment is permitted unless the transfer relates to a course(s) that Parabellum International Training cancels for any reason. In this case, the administration fee will not apply.

5.11 Students Rights to Appeal Decisions

If a student is not satisfied with the conditions under which a refund or partial refund is paid or denied, Parabellum International Training **PIT-ISS-PRO-001-Appeals and Complaints Procedure** can be applied. This policy and the availability of complaints processes do not remove the student's right to act under Australia's consumer protection law.

6 GUIDE TO FEES AND CHARGES

CIRCUMSTANCE	POLICY	NOTES
Parabellum International Training cancels the course prior to course commencement.	A full refund of the student's fees applies.	The refund must be processed within 10 business days.
A student requests a credit or transfers of course fees for a non-refundable circumstance.	A credit or transfer may be applied, less applicable non-refundable administration fee of **20%** of the total course fees.	Provide student with credit or transfer letter. Only one transfer per enrolment is permitted. Any credit issued for a non-refundable circumstance must be used within 12 months or it will be forfeited.
A student requests a refund because, after the course has commenced, they have: • Changed their mind about attending the course. • Changed jobs. • Changed work hours. • Moved out of the area; or • Been made redundant or retrenched.	Refund will not be granted.	NIL
Exceptional Circumstances	Discretion may be exercised by the RTO Manager in situations where a student can demonstrate that extenuating or significant personal circumstances have led to their withdrawal. In such cases, the student may be offered a full credit toward the tuition fee for another scheduled course in lieu of a refund. If deemed appropriate, the RTO Manager may also authorise a refund of fees.	
A student requests a refund of costs for resource and/or materials purchased from Parabellum International Training and consumed or transformed by students during the course.	Refund will not be granted. Resource/ materials fees are outlined prior to enrolment and are only refundable if the student cancels the enrolment prior to commencement of training and where the student has not taken possession of the items.	

CIRCUMSTANCE	POLICY	NOTES
Parabellum International Training refuses to continue the student in the course because of student misbehaving.	Refund will not be granted.	
Public Students Withdrawing from a training program.	25% within 2 weeks of the course commencing. 50% within 1 week of the course commencing. 100% within 48 hours of the course commencing.	
Public Students Withdrawal due to illness or hardship.	Satisfactory evidence for withdrawal (e.g. medical certificate) must be provided. A non-refundable administration fee of 10% will be deducted from any eligible refund to the extent permitted by law. Any refund will be at the discretion of PIT, to the extent permitted by law.	
Corporate Clients/ Groups Withdrawing from a training program to which a purchase order has been issued or payment has been made.	25% within 2 weeks of the course commencing. 50% within 1 week of the course commencing. 100% within 48 hours of the course commencing. Notwithstanding the above, if you withdraw from or cancel a course, an administration fee of 10% of the total cost will be chargeable, to the extent permitted by law.	
Corporate Clients/ Groups withdrawal after commencement of course.	A pro-rata refund may be calculated for the units of competency not already started. If applicable, any co-contribution fees paid for Government subsidised training will be refunded for the units of competency not trained. The final decision and fees will be clearly communicated to the individual or employer.	
A student requests a Certificate of Completion for a non-accredited course, where the course does not already include a Certificate in the course fees.	$50.00 fee applies.	Student must have attended at least 80% of the course to be eligible. Requests must be made within 6 months of course completion.
A student requests a document re-issue where has already provided that document to the student.	$50.00 fee applies. $100.00 fee applies. PDF Electronic copy	Includes: Statement of Attainment. Qualification. No charge up to 1 certificate per person in a 12 month period.
A student requests credit transfer for a unit of competency issued by another training organisation.	No charge applies.	To be eligible for credit transfer, the unit of competency completed, must have equivalent content and learning outcomes to the unit of competency the credit transfer is being granted for. The students responsible for completing a "Credit Transfer Application Form" and submitting to traning@parabellum.com.au for review.
RPL (Recognition of Prior Learning) assessment fee.	50% of the current course fee applies.	Please see RPL policy/procedures for further guidance.

CIRCUMSTANCE	POLICY	NOTES
Administrative fees.	Applicable fees will be advised when they apply and clearly communicated.	Administrative fees for out of ordinary services such as processing forms, documentation, or other administrative support.

NOTE: If for any reason *Parabellum International Training* is unable to fulfil its service agreement with a student, *Parabellum International Training* will refund the student the proportion of fees paid for services not delivered.

7 VARIATIONS

Parabellum International Training reserves the right to modify this policy as necessary to comply with changes in legislation or organisational needs.

8 REFERENCES

- PIT-GBM-POL-002 Financial Management Policy
- PIT-ISS-PRO-001-Appeals and Complaints Procedure
- PIT-ADM-PRO-001-Student Enrolment Operating Procedure
- PIT-GBM-FRM-003-Refund Request Form
- PIT-ISS-FRM-005-Application for Withdrawal/Deferral Form
- PIT-TRN-FRM-006-Credit Transfer Application Form
- PIT-ISS-GDL-002 Student Handbook