

FEE FOR SERVICE			
QUALIFICATION		FEE	
AUTOMOTIVE		NON-GOVERNMENT SUBSIDISED	RPL <sup>^</sup>
AUR20218	Certificate II in Automotive Air Conditioning Technology Training is conducted under Refrigerant Trading Authorisation No. AU32089	\$5,650.00	\$3,200.00
AUR30316	Certificate III in Automotive Electrical Technology	\$15,840.00	\$6,500.00
AUR30616	Certificate III in Light Vehicle Mechanical Technology	\$15,890.00	\$6,500.00
AUR31016	Certificate III in Automotive Sales (Parts Interpreting)	\$11,390.00	\$6,500.00
AUR31116	Certificate III in Heavy Commercial Vehicle Mechanical Technology	\$16,190.00	\$6,500.00
BUSINESS			
BSB40215	Certificate IV in Business	\$4,500.00	\$3,200.00
BSB50215	Diploma of Business	\$4,500.00	\$3,200.00
BSB51415	Diploma of Project Management	\$4,500.00	\$3,200.00
BSB51915	Diploma of Leadership and Management	\$4,500.00	\$3,200.00
BSB51915 BSB51415	Dual Diploma of Leadership and Management and Project Management	\$6,000.00	\$3,200.00
CONSTRUCTION			
CPC20712	Certificate II in Drainage	\$4,900.00	\$3,200.00
CPC30211	Certificate III in Carpentry	\$14,540.00	\$6,500.00
CPC30111	Certificate III in Bricklaying/Blocklaying	\$14,470.00	\$6,500.00
CPC30116	Certificate III in Shopfitting	\$15,500.00	\$6,500.00
CPC30611	Certificate III in Painting and Decorating	\$15,940.00	\$6,500.00
CPC32413	Certificate III in Plumbing	\$15,860.00	\$6,500.00
CPC32612	Certificate III in Roof Plumbing	\$5,980.00	\$3,200.00
CPC40110	Certificate IV in Building and Construction (Building)	\$6,200.00	\$3,200.00
MSF31113	Certificate III in Cabinet Making	\$12,070.00	\$6,500.00
ELECTROTECHNOLOGY			
UEE20111	Certificate II in Split Air-conditioning and Heat Pump Systems (for existing Electricians)	\$1,800.00	POA
UEE20111	Certificate II in Split Air-conditioning and Heat Pump Systems (no existing Electricians licence)	\$2,300.00	POA
UEE30411	Certificate III in Data and Voice Communications	\$23,450.00	\$6,000.00
UEE30811	Certificate III in Electrotechnology Electrician	\$17,140.00	N/A
UEE31411	Certificate III in Security Equipment	\$14,940.00	\$6,500.00
UEE32211	Certificate III in Air-conditioning and Refrigeration	\$16,170.00	N/A
UEE33011	Certificate III in Electrical Fitting	\$16,170.00	N/A

<sup>^</sup> Please note that additional fees may be applicable for RPL applicants where practical and/or gap training is required

FEE FOR SERVICE			
QUALIFICATION		FEE	
HOSPITALITY/COOKERY		NON-GOVERNMENT SUBSIDISED	RPL <sup>^</sup>
SIT30616	Certificate III in Hospitality	\$3,120.00	\$3,200.00
SIT30816	Certificate III in Commercial Cookery	\$11,650.00	\$6,500.00
SIT30916	Certificate III in Catering Operations	\$6,210.00	\$3,200.00
SIT50416	Diploma of Hospitality Management	\$8,500.00	\$6,500.00
INFORMATION AND COMMUNICATION TECHNOLOGY			
ICT30515	Certificate III in Telecommunications Technology	\$7,630.00	\$3,200.00
ICT30115	Certificate III in Information, Digital Media and Technology	\$5,217.00	\$3,200.00
METALS AND ENGINEERING			
MEM30205	Certificate III in Engineering – Mechanical Trade	\$16,590.00	\$6,500.00
MEM30305	Certificate III in Engineering – Fabrication Trade	\$14,900.00	\$6,500.00
MEM40105	Certificate IV in Engineering	\$16,750.00	\$6,500.00
OTHER			
Replacement Certificate and/or card		\$50.00	N/A

<sup>^</sup> Please note that additional fees may be applicable for RPL applicants where practical and/or gap training is required

FEE FOR SERVICE		
INDIVIDUAL UNITS		FEE
CPCWHS1001	Prepare to work safely in the construction industry (White Card)	\$60.00
ICTCBL237	Delivered together	\$980.00
ICTCBL236	Install, maintain and modify customer premises communications cabling: ACMA Open Rule	
*Prerequisites for ICTCBL236	Install, maintain and modify customer premises communications cabling: ACMA Restricted Rule	
ICTWHS204	*Must be done prior or concurrently with the above and are included in price	
ICTTEN201	Follow work health and safety and environmental policies and procedures	
	Use electrical skills in telecommunications work	
ICTCBL301	Install, terminate and certify structured cabling installation	\$450.00
ICTCBL302	Install and terminate optical fibre cable on customer premises	\$500.00
ICTCBL303	Install and terminate coaxial cable	\$250.00
ICTCBL301	Delivered together - <u>ICT specialist competencies combination</u>	\$995.00
ICTCBL302	Install, terminate and certify structured cabling installation	
ICTCBL303	Install and terminate optical fibre cable on customer premises	
ICTCBL303	Install and terminate coaxial cable	
ICTCMP202	Perform restricted customer premises broadband cabling work: ACMA Restricted Rule	\$250.00
UEENEEG197A	Apply currency of safe working practices and compliance verification of electrical installations	\$450.00
UEENEEG122A	Conduct compliance inspection of single phase LV electrical installations	\$400.00
UEENEEG123A	Conduct compliance inspection of LV electrical installations with demand exceeding 100 A per phase	\$400.00
UEENEEE101A	Apply Occupational Health and Safety regulations, codes and practices in the workplace	\$400.00
UEENEEG175A	Develop compliance policies and plans to conduct an electrical contracting business	\$800.00

FEE FOR SERVICE		
SKILL SETS		FEE
AURSS00044	Vehicle Air Conditioning Service, Retrofit and Repair Skill Set Training is conducted under Refrigerant Trading Authorisation No. AU32089 * Participants must hold an approved automotive qualification and/or skills set in addition to this skills set to be considered eligible for an Automotive air conditioning license from the Australian Refrigeration Council Ltd (ARC)	\$675.00
AURSS00041	Vehicle Air Conditioning Install and Overhaul Skill Set Training is conducted under Refrigerant Trading Authorisation No. AU32089 * Participants must hold an approved automotive qualification and/or skills set in addition to this skills set to be considered eligible for an Automotive air conditioning license from the Australian Refrigeration Council Ltd (ARC)	\$975.00
AURSS00044 AURSS00041	Delivered together Vehicle Air Conditioning Service, Retrofit and Repair Skill Set Vehicle Air Conditioning Install and Overhaul Skill Set	\$1,500.00
UEESS00048	Data Communications – ACMA 'Open' Cabling Provider * Participants must hold a current electrical license	\$980.00
UEESS00091	Restricted - Attachment of cords and plugs to single phase low voltage electrical equipment	\$450.00
UEESS00092	Restricted - Attachment of cords/cables and plugs to low voltage three phase electrical equipment	\$650.00
UEESS00093	Restricted - Disconnection/reconnection of fixed wired low voltage appliances	\$450.00
UEESS00094	Restricted - Disconnection/reconnection of fixed wired low voltage control devices	\$450.00
UEESS00095	Restricted - Disconnection/reconnection of fixed wired low voltage motors	\$450.00
UEESS00096	Restricted - Disconnection/reconnection of fixed wired low voltage water heaters	\$450.00
UEESS00097	Restricted - Disconnection/reconnection of fixed wired low voltage composite appliances	\$450.00
UEESS00098	Restricted – Electrical safety testing of electrical cord connected equipment and cord assemblies * Includes 3 Phase (Test and Tag)	\$385.00
ICTSS00058	ACMA Advanced Cabler Registration Skill Set * Participants must hold a ACMA 'Open' Cabling registration	\$1,100.00
ICTSS00062	ACMA Open Cabler Registration Skill Set * Non electricians	\$1,000.00
ACCREDITED COURSES		FEE
10145NAT	Course in Electrician – Minimum Australian Context Gap	\$4,100.00
52700WA	Certificate II in Plumbing	\$5,220.00

USER CHOICE - APPRENTICESHIPS AND TRAINEESHIPS FUNDED BY THE QUEENSLAND GOVERNMENT			
QUALIFICATION		STUDENT CONTRIBUTION FEE Calculated at \$1.60 per nominal hour	
AUTOMOTIVE		NOMINAL HOURS	FEE
AUR20218	Certificate II in Automotive Air Conditioning Technology Training is conducted under Refrigerant Trading Authorisation No. AU32089	290	\$464.00
AUR21216	Certificate II in Automotive Underbody Technology	265	\$424.00
AUR20516	Certificate II in Automotive Servicing Technology	330	\$528.00
AUR30316	Certificate III in Automotive Electrical Technology	935	\$1,496.00
AUR30616	Certificate III in Light Vehicle Mechanical Technology	965	\$1,544.00
AUR31016	Certificate III in Automotive Sales (Parts Interpreting)	575	\$920.00
AUR31116	Certificate III in Heavy Commercial Vehicle Mechanical Technology	1150	\$1,840.00
BUSINESS			
BSB30115	Certificate III in Business	450	\$720.00

USER CHOICE - APPRENTICESHIPS AND TRAINEESHIPS FUNDED BY THE QUEENSLAND GOVERNMENT			
QUALIFICATION		STUDENT CONTRIBUTION FEE Calculated at \$1.60 per nominal hour	
CONSTRUCTION		NOMINAL HOURS	FEE
CPC30111	Certificate III in Bricklaying/Blocklaying	884	\$1,414.40
CPC30116	Certificate III in Shopfitting	724	\$1,158.40
CPC30211	Certificate III in Carpentry	926	\$1,481.60
CPC30611	Certificate III in Painting and Decorating	992	\$1,587.20
CPC32413	Certificate III in Plumbing	946	\$1,513.60
CPC32612	Certificate III in Roof Plumbing	437	\$699.20
MSF20313	Certificate II in Furniture Making	296	\$473.60
MSF31113	Certificate III in Cabinet Making (Kitchen and Bathroom)	1001	\$1,601.60
MSF31113	Certificate III in Cabinet Making (Furniture Making)	884	\$1,414.40
ELECTROTECHNOLOGY			
UEE30411	Certificate III in Data and Voice Communications	1200	\$1,920.00
UEE30811	Certificate III in Electrotechnology Electrician	1060	\$1,696.00
UEE31411	Certificate III in Security Equipment	1180	\$1,888.00
UEE32211	Certificate III in Air-conditioning and Refrigeration	1080	\$1,728.00
UEE33011	Certificate III in Electrical Fitting	1140	\$1,824.00
HOSPITALITY/COOKERY			
SIT20316	Certificate II in Hospitality	267	\$427.20
SIT30616	Certificate III in Hospitality	277	\$433.20
SIT30816	Certificate III in Commercial Cookery	825	\$1,320.00
SIT30916	Certificate III in Catering Operations	430	\$688.00
INFORMATION AND COMMUNICATION TECHNOLOGY			
ICT20315	Certificate II in Telecommunications Technology	506	\$809.60
ICT30115	Certificate III in Information, Digital Media and Technology	720	\$1,152.00
ICT30515	Certificate III in Telecommunications Technology	725	\$1,160.00
METALS AND ENGINEERING			
MEM20105	Certificate II in Engineering	381	\$609.60
MEM30205	Certificate III in Engineering – Mechanical Trade	2206	\$3,529.60
MEM30205	Certificate III in Engineering – Mechanical Trade (Maintenance – Diesel Fitting)	957	\$1,531.20
MEM30205	Certificate III in Engineering – Mechanical Trade (Maintenance – Fitting and/or Turning)	918	\$1,468.80
MEM30205	Certificate III in Engineering – Mechanical Trade (Machining)	1522	\$2,435.20
MEM30205	Certificate III in Engineering - Mechanical Trade (Refrigeration and Air Conditioning)	930	\$1,488.00
MEM30305	Certificate III in Engineering – Fabrication Trade	1209	\$1,934.40
MEM30305	Certificate III in Engineering – Fabrication Trade (Heavy Fabrication – Boilermaking)	1136	\$1,817.60
MEM30305	Certificate III in Engineering – Fabrication Trade (Light Fabrication – Sheetmetal)	1120	\$1,792.00
MEM30305	Certificate III in Engineering – Fabrication Trade (Boilermaking/Welding)	1136	\$1,817.60
MEM40105	Certificate IV in Engineering (Higher Engineering Trade)	1498	\$2,396.80

FUNDED BY THE QUEENSLAND GOVERNMENT			
QUALIFICATION		CO-CONTRIBUTION FEE	
CERTIFICATE 3 GUARANTEE		NON-CONCESSION	CONCESSION
AUR20218*	Certificate II in Automotive Air Conditioning Technology	\$95.00	\$85.00
AUR20516*	Certificate II in Automotive Servicing Technology	\$95.00	\$85.00
BSB30115	Certificate III in Business	\$95.00	\$85.00
CPC10111*	Certificate I in Construction	\$95.00	\$85.00
ICT30515	Certificate III in Telecommunications Technology	\$95.00	\$85.00
MSF20313*	Certificate II in Furniture Making	\$95.00	\$85.00
SIT20316*	Certificate II in Hospitality	\$95.00	\$85.00
SIT20416*	Certificate II in Kitchen Operations	\$95.00	\$85.00
SIT30616	Certificate III in Hospitality	\$95.00	\$85.00
UEE22011*	Certificate II in Electrotechnology (Career Start)	\$95.00	\$85.00
HIGHER LEVEL SKILLS			
MEM40105	Certificate IV in Engineering	\$500.00	\$430.00
SIT50416	Diploma of Hospitality Management	\$500.00	\$430.00
VOCATIONAL EDUCATION AND TRAINING IN SCHOOLS (VETIS)			
52700WA	Certificate II in Plumbing	\$225.00	\$175.00
AUR20216	Certificate II in Automotive Air Conditioning Technology	\$225.00	\$175.00
AUR20516	Certificate II in Automotive Servicing Technology	\$225.00	\$175.00
AUR20716	Certificate II in Automotive Vocational Preparation	\$225.00	\$175.00
AUR21216	Certificate II in Automotive Underbody Technology	\$225.00	\$175.00
BSB20115	Certificate II in Business	\$225.00	\$175.00
CPC10111	Certificate I in Construction	\$225.00	\$175.00
ICT20315	Certificate II in Telecommunications Technology	\$225.00	\$175.00
MEM10105	Certificate I in Engineering	\$225.00	\$175.00
MEM20413	Certificate II in Engineering Pathways	\$225.00	\$175.00
MSF20516	Certificate II in Furniture Making Pathways	\$225.00	\$175.00
SIT10216	Certificate I in Hospitality	\$225.00	\$175.00
SIT20316	Certificate II in Hospitality	\$225.00	\$175.00
SIT20416	Certificate II in Kitchen Operations	\$225.00	\$175.00
UEE22011	Certificate II in Electrotechnology (Career Start)	\$225.00	\$175.00
52700WA	Certificate II in Plumbing	\$225.00	\$175.00

\*Please note that Certificate I and II level qualifications through the Certificate 3 Guarantee can be selected only through consultation with Training Services and under set circumstances. To discuss, please contact Training Services on 07 3414 5999 or email [training@attc.org.au](mailto:training@attc.org.au)

## DELIVERY METHODS

Programs will be delivered through tasks that will simulate the specific industry environment and supports the development of the practical skills and theoretical knowledge required to support the achievement of competency in the chosen qualification.

A range of teaching and learning strategies will be used to deliver the competencies. These may include:

- practical tasks;
- group work and individual work tasks;
- face to face trainer led theory classes either at ATTC facilities or the student's workplace;
- activities in simulated work environments (as per Training Package requirements);
- on-the-job training provided by the nominated supervisor.

## FEES

### FEE FOR SERVICE ENROLMENTS (INDIVIDUAL OR COMPANY)

- A non-refundable fee of \$200.00 is required in order to assess a participants' enrolment application. This fee will be deducted from the total costs, should the participant decide to progress with enrolment. This fee is an upfront one-off payment that cannot be paid off through a payment plan.
- Participants undertaking training, including apprentices/trainees who are not completely funded through User Choice may be required to pay Course Fees.
- Course fees include items such as; tuition fees and resource costs associated with the training as well as student services. Course fees are invoiced at time of enrolment.
- The participant will be liable for all fees due should enrolment progress past the initial enrolment assessment. Fee payment (excluding the initial enrolment application fee) will commence once a unit of competency has been started, acknowledging the participant will be progressing with the qualification with the view of completing it.
- For training conducted in excess of 400km travel from the primary ATTC office (Scarborough, QLD 4020), cancellation or postponement of training is to be advised via email at a minimum of 10 working days prior to commencement of training otherwise the full fee quoted will be incurred.
- Australian Trade Training College has documented and implemented systems to protect fees paid in advance. For accredited training and/or assessment, no more than \$1500 will be payable by the student prior to the commencement of the course. Following course commencement, Australian Trade Training College may require payment of additional fees in advance from the student, but at any given time the total amount payable in advance will not exceed \$1500.00.
- When a company is enrolling students the full course fee is payable in advance, prior to the course commencing.
- If the participant is choosing to enrol through the RPL pathway, completing all or most units through Recognition of Prior Learning, additional fees will be charged on a per unit basis for any gap training. Participants will be liable for a fee of \$250.00 per unit of competency in addition to the price quoted for the full qualification through RPL.

### APPRENTICES AND TRAINEES

- User Choice Funded Apprentices/Trainees are exempt from the Enrolment Fee.
- Student Contribution Fees are a participant's contribution to the cost of tuition. Student Contribution Fees under the User Choice program funded by the Queensland government, are set at \$1.60 per nominal hour for each Unit of Competency. These are calculated and to be paid at the commencement of each unit.
- The participant may be entitled to a partial exemption of 60% off the Student Contribution Fees if the participant falls into one or more of the following exemption categories:
  - The participant was or will be under 17 at the end of February in the year in which training is being provided and the participant is not at school and has not completed grade 12;
  - The participant holds a health care card, pensioner card or is the partner or dependent of a person who holds a health care card or pensioner concession card and is named on the card;
  - The participant is an Aboriginal or Torres Strait Islander person;
- Participants who commence training into a high priority qualification within twelve months of completing Year 12 and provide evidence of such will not be charged a Student Contribution Fee throughout their training contract. A complete list of high priority qualifications can be located through [www.training.qld.gov.au](http://www.training.qld.gov.au).
- Employer Contribution Fees, if applicable, are listed within the Employer Contribution Fee form provided and acknowledged upon enrolment of the participant.
- Australian Trade Training College may refuse to provide training and assessment services to an Apprentice/Trainee if the Apprentice/Trainee does not pay their Student Contribution Fee despite being advised of the fees policy prior to enrolment.

### CERTIFICATE 3 GUARANTEE & HIGHER-LEVEL SKILLS

The total Co-Contribution Fee will be charged upfront and prior to commencement of the qualification. Participants will be sent an invoice once eligibility and qualification commencement has been confirmed.

Participants who commence training into a high priority qualification within twelve months of completing Year 12 will not be charged a Student Contribution Fee throughout their training contract. A complete list of high priority qualifications can be located through [www.training.qld.gov.au](http://www.training.qld.gov.au)

### VOCATIONAL EDUCATION AND TRAINING IN SCHOOLS (VETiS)

This training is provided fee-free to students and additional costs including course costs are to be met by the school. The total Co-Contribution Fee will be charged upfront and prior to commencement of the qualification. The participant's school as stated on the Eligibility Form – VET in Schools will be sent an invoice once participant eligibility has been confirmed. Additional fees may be incurred due to a variation in the standard delivery model (I.e. delivery method or resource requirements). Any additional fees will be specified within a written agreement between ATTC and the school.

## PAYMENT METHODS

Fees may be paid by cash, cheque, direct debit or EFTPOS methods. Payment must be made within invoice terms and prior to the date stated on the invoice. Direct Debit must be arranged if payment cannot be met within the stated terms.

**REFUND POLICY**

**FEE FOR SERVICE ENROLMENTS (INDIVIDUAL OR COMPANY)**

- All notifications of withdrawal from a qualification or request for refunds must be made in writing to Training Services via email to [training@attc.com.au](mailto:training@attc.com.au).
- A full refund minus a \$200.00 administration fee will be made to those candidates who cancel before any training or assessment takes place.
  - a) In the case of online learning, training and assessment is deemed to have commenced once the learner has been issued a username and login.
  - b) In the case of face-to-face learning, training and assessment is deemed to have commenced on the first day/date of training – either on-site or at the college premises.
  - c) For the purpose of RPL, training and assessment includes the act of providing advice and discussing forms of evidence required to assist in proving competency within a qualification.
- Once training has commenced in the qualification, no refund is available of any qualification fees paid unless the participant can provide a medical certificate or show extreme personal or financial hardship.
- Consideration will be provided to any written request for refunds based on personal or financial hardship.
- Refunds will be approved only at the discretion and consideration of the Training Services Manager.
- All refund amounts, should they be approved will be paid within 28 calendar days after written confirmation to the student.
- The amount will be paid directly to the person who completes the Tuition Fee Agreement with Australian Trade Training College in Australian dollars unless it is impractical. Any transfer or other bank charges incurred will be deducted from the refundable amount.
- Australian Trade Training College will refund within 28 calendar days, all fees paid where the student's application for enrolment is refused by Australian Trade Training College if applicable.
- In the unlikely event that Australian Trade Training College is unable to deliver the qualification, the student may choose to have all fees paid refunded within 28 days of notification OR be placed in an alternative qualification of equal value with Australian Trade Training College. If the student chooses placement in an alternative qualification, this must be communicated to Australian Trade Training College in writing by the student.
- For training conducted in excess of 400km travel from the primary ATTC office (Scarborough, QLD 4020), cancellation or postponement of training is to be advised via email at a minimum of 10 working days prior to commencement of training otherwise the full fee quoted will be incurred.
- This policy and the availability of complaints and appeals processes, does not remove the right of the student to take action under Australia's consumer protection law.

**APPRENTICES AND TRAINEES**

- Withdrawal is determined once notification of cancellation of training contract has been received by Australian Trade Training College from the Department of Education and Training.
- Student Contribution Fees for units started although not completed, and therefore withdrawn, will be refunded on a pro-rata basis. This is calculated by the actual hours of training and assessment undertaken by the participant, as compared to the nominal hours previously charged for upon commencement of that unit.
- Full refund of Student Contribution Fees will be provided to participants who have been charged for training delivery that has not yet commenced at the time of cancellation of enrolment.
- Full refund of Employer Contribution Fees will be provided on a per-unit-of-competency basis for units where training has not yet commenced at the time of cancellation of a participant's enrolment.
- Where applicable, no refund of Employer Contribution Fees will be forthcoming for units of competency where training has commenced.
- All refund amounts will be paid within 28 calendar days after written confirmation of cancellation of training contract has been received by Australian Trade Training College.
- The refund amount will be paid directly to the person who completes the Tuition Fee Agreement and/or was issued with an invoice in Australian dollars unless it is impractical. Any transfer or other bank charges incurred will be deducted from the refundable amount.

**CERTIFICATE 3 GUARANTEE & HIGHER-LEVEL SKILLS**

- All notifications of withdrawal from a qualification or request for refunds must be made in writing to Training Services via email at [training@attc.org.au](mailto:training@attc.org.au).
- Once training has commenced in the qualification, no refund is available of any qualification fees paid unless the participant can provide a medical certificate or show extreme personal or financial hardship.
  - a) In the case of online learning, training and assessment is deemed to have commenced once the learner has been issued a username and login.
  - b) In the case of face-to-face learning, training and assessment is deemed to have commenced on the first day/date of training – either at the participants workplace, the college premises or any other agreed upon location where face-to-face training and/or assessment is conducted.
  - c) For the purpose of RPL, training and assessment includes the act of providing advice and discussing forms of evidence required to assist in proving competency within a qualification.
- Refunds will be approved only at the discretion and consideration of the Training Services Manager.
- All refund amounts, should they be approved will be paid within 28 calendar days after written confirmation to the student.
- The refund amount will be paid directly to the person who completes the Tuition Fee Agreement and/or was issued with an invoice in Australian dollars unless it is impractical. Any transfer or other bank charges incurred will be deducted from the refundable amount.

**VOCATIONAL EDUCATION AND TRAINING IN SCHOOLS (VETiS)**

- All notifications of withdrawal from a qualification or request for refunds must be made in writing to Training Services via email at [training@attc.org.au](mailto:training@attc.org.au).
- Once training has commenced in the qualification, no refund is available of any qualification fees paid unless the participant can provide a medical certificate or show extreme personal or financial hardship.
  - a) In the case of online learning, training and assessment is deemed to have commenced once the learner has been issued a username and login.
  - b) In the case of face-to-face learning, training and assessment is deemed to have commenced on the first day/date of training – either on-site or at the college premises.
  - c) Any other alternate delivery methods will specify details of the refund policy within a written agreement between the school and ATTC
- Refunds will be approved only at the discretion and consideration of the Training Services Manager.
- All refund amounts, should they be approved will be paid within 28 calendar days after written confirmation to the school.
- The refund amount will be paid directly to the school in Australian dollars unless it is impractical. Any transfer or other bank charges incurred will be deducted from the refundable amount.