

Refund, Fees and Learner Suitability Policy

Purpose

The purpose of this policy is to confirm Highway Truck Training's (HTT) commitment to providing clear, accurate and accessible information about fees, charges, refunds and credits, and to managing refund decisions consistently and fairly.

This policy sets HTT's governance requirements for how fees and refund conditions are communicated prior to enrolment, how refund decisions are assessed and approved, and how outcomes are recorded, monitored and reviewed as part of HTT's self-assurance and continuous improvement arrangements.

HTT ensures that fees, refunds and learner financial arrangements are managed in accordance with the Standards for Registered Training Organisations 2025, including Quality Area 2 (Supporting Learners), Quality Area 4 (RTO Governance and Self Assurance) and Quality Area 7 (Risk Management and Continuous Improvement).

Overview

HTT maintains a clear and consistent approach to fees, learner suitability, payment arrangements, refunds, credits and withdrawals to support informed enrolment decisions and fair treatment of learners. This policy explains HTT's governance expectations for how fee and refund information is communicated before enrolment, how learner suitability and any licensing related requirements are confirmed, and how refund and credit decisions are assessed, approved, communicated, recorded and monitored.

This policy supports transparency, consistency and compliance with the Standards for RTOs 2025, HTT's Code of Practice, consumer protection requirements and, where training contributes to licensing outcomes, relevant Department of Transport WA expectations. Detailed operational steps, forms and processing instructions are contained in the Supporting Processes section at the back of this document.

Scope

This policy applies to all learners who pay fees directly to HTT and or enrol in training and assessment services delivered by HTT, including heavy vehicle licence linked training where applicable.

The scope of this policy includes:

- course fees and charges, including tuition, assessment, reassessment and any required materials or resources (for example manuals or PPE where supplied)
- payment arrangements, deposits, credits, refunds and deferrals
- learner initiated withdrawals or discontinuation of training
- course cancellations, rescheduling and unforeseen interruptions that affect delivery or assessment
- learner suitability requirements and any prerequisites relevant to the training product or licensing context, including where medical or physical capacity requirements apply (for example eyesight or fitness to safely participate).

Policy

HTT manages fees, learner suitability, refunds and credits in a way that is transparent, fair and consistent. Where licensing authority requirements conflict with this policy, licensing requirements prevail.

HTT will:

- disclose all course fees and charges, including any materials or resource costs, reassessment fees and payment conditions, prior to enrolment
- confirm learner suitability before training commences to ensure the learner meets training product

Name of document:	Refund, Fees and Learner Suitability Policy		
Version Number: 3	Location: Policies Folder		
Reviewed: DEC 2025	Next review due: DEC 2026		
RTO Number: 52959	Written by: HTT	Page 1 of 6	

requirements and, where applicable, relevant regulatory, safety and licensing expectations

- manage refunds and credits fairly, consistently and with documented decision making
- process approved refunds and credits within 15 working days
- assess discretionary refunds under extenuating circumstances on a case by case basis by management, using supporting evidence where required
- maintain records of fees, refunds, credits, suitability checks and supporting documentation in accordance with HTT's records management arrangements to support audit and compliance.

Learner Suitability Assessment

HTT confirms learner suitability prior to enrolment or prior to training commencement, as applicable to the training product and delivery model. Suitability assessment includes confirming eligibility requirements for the course or licence outcome, including completion of any Department of Transport mandated eyesight test and any other prerequisites that apply.

Suitability checks may be completed by HTT administrative or training staff in accordance with HTT processes. Where a learner does not meet suitability requirements, HTT will advise the learner promptly and the enrolment will not proceed until requirements are met.

Records of suitability assessments and supporting documentation are maintained securely in learner files in accordance with HTT's records management arrangements.

Refunds and credits are managed in accordance with this policy and the supporting operational processes. The table below sets out HTT's standard refund and credit outcomes for common circumstances. Where management discretion applies, the decision and rationale must be documented and retained on the learner file, including any supporting evidence.

Circumstance	Standard outcome type	Outcome detail
Written cancellation received 7 or more working days before course commencement	Refund	Full refund, less \$150 administration fee (where applicable) to cover booking, scheduling and administrative costs already incurred.
HTT cancels or reschedules to a time or location unsuitable for the learner	Refund or rebook	Credits are issued for rebooking purposes only, are not transferable, and cannot be converted to cash.
Learner illness (medical certificate provided)	Refund or rebook	Full refund or credit, as agreed with the learner.
Extenuating circumstances	Refund or Rebook (Management discretion)	Assessed case by case. Refund or credit may be approved at management discretion based on evidence.
Learner withdraws or discontinues after course commencement	No refund (Rebook may apply)	No refund. Remaining hours may be credited at management discretion (where applicable).
Assessment deferral	Rebooking available within 3 months	Credit only. Credit valid for 3 months from the original booking date.
Reassessment	Fee applies	Reassessment fees apply. Refunds only considered in extenuating circumstances and by management discretion.
PPE or learning materials unused due to course cancellation	Refund or Replacement	Refund or replacement, depending on the circumstance and item condition.
Vehicle or equipment breakdown during training	Rebook	Credit for remaining hours only. No refund. Credit valid for 3 months.

Name of document:	Refund, Fees and Learner Suitability Policy		
Version Number: 3	Location: Policies Folder		
Reviewed: DEC 2025	Next review due: DEC 2026		
RTO Number: 52959	Written by: HTT	Page 2 of 6	

Refunds are not granted automatically.

Refunds are not granted automatically. **Nothing in this policy limits a learner's rights under Australian Consumer Law.**

A full refund will be provided where:

- written cancellation is received at **least 7 working days** prior to the scheduled course commencement
- HTT cancels the course or changes the time or location in a way that is unsuitable to the learner
- the learner is unable to commence due to illness and provides a medical certificate
- extenuating circumstances apply (e.g., serious illness, death of a family member), assessed on a case-by-case basis

Supporting documentation may be required.

Process

Learners who wish to cancel or transfer their enrolment must notify HTT in writing at least 7 working days prior to commencement. Where notice is received within this timeframe, HTT will refund fees or deposits paid in advance, less a \$150 administration fee.

Refunds will not be granted when cancellation occurs **less than 7 working days** prior to the start date.

Extenuating Circumstances

Refunds requested due to extenuating circumstances will be assessed on a case-by-case basis in line with HTT procedures. Supporting documentation may be required.

Discontinuing Training

Learners who discontinue training after commencement are not entitled to a refund. Requests to transfer remaining training time will be considered at HTT's discretion where extenuating circumstances apply.

Deferrals of Assessments

Where learners defer their assessment, a credit ONLY will be issued. Refunds are not available for deferrals. Credits are valid for **three months** from the date of the initial booking.

Practical Driver Assessment (PDA) and Licence Requirements

A DOT PDA can only be undertaken after the participant has been issued a Statement of Attainment (SOA) confirming competency in the relevant unit. HTT does not charge PDA fees separately. If a participant chooses not to continue training, or if competency is not achieved during the initial course, no refund will be provided for PDA-related fees.

It is the participant's responsibility to ensure their driving licence is valid and current. No refund or credit will be provided if licence status prevents participation in training. HTT can only commence training with a valid Western Australian licence, and any licence changes or updates are the responsibility of the participant.

Process of Refunds

All refunds will be processed within 15 working days of receipt of the written cancellation or withdrawal notice. Refunds are issued via bank transfer and may take 3–5 days to appear in the learner's account.

Unforeseen Breakdowns

Mechanical interruption during a session

Name of document:	Refund, Fees and Learner Suitability Policy		
Version Number: 3	Location: Policies Folder		
Reviewed: DEC 2025	Next review due: DEC 2026		
RTO Number: 52959	Written by: HTT	Page 3 of 6	

Where a vehicle or essential equipment used for training becomes unavailable due to an unforeseen mechanical issue during a scheduled session, HTT will allow the learner to rebook the remaining training hours to complete the session at a later date. Refunds are not issued for mechanical interruptions.

Vehicle unavailability preventing delivery

Where a scheduled course cannot proceed due to vehicle unavailability, HTT will reschedule the booking or allow the learner to rebook at a suitable time, subject to HTT availability. Refunds are not issued in these circumstances.

Rebooking timeframe and records

Rebooking under this section must occur within three months of the original booking date. Rebooking decisions and outcomes are documented and retained in accordance with HTT's Records Management Policy.

Name of document:	Refund, Fees and Learner Suitability Policy		
Version Number: 3	Location: Policies Folder		
Reviewed: DEC 2025	Next review due: DEC 2026		
RTO Number: 52959	Written by: HTT	Page 4 of 6	

Roles and Responsibilities

CEO / Director

- Holds overall accountability for governance oversight of fees, refunds and learner suitability arrangements.
- Approves discretionary decisions outside standard refund and rescheduling outcomes where required.
- Ensures systemic issues identified through refund trends, complaints or operational disruptions are addressed through continuous improvement.

RTO Manager

- Oversees consistent application of this policy across HTT operations.
- Reviews escalated matters relating to suitability, licensing related requirements, disputed outcomes or higher risk refund decisions.
- Ensures decisions are documented, communicated and supported by appropriate records and evidence.
- Monitors trends and escalates recurring issues through HTT's Continuous Improvement processes.

Administration / Support Staff

- Provide fee, suitability and refund information to learners prior to enrolment and confirm receipt where required.
- Receive and process requests relating to withdrawals, rescheduling, refunds and fee adjustments in line with this policy and supporting processes.
- Conduct or coordinate learner suitability checks (including any licensing or prerequisite requirements) in accordance with HTT processes.
- Maintain accurate records of payments, requests, decisions, communications and supporting documentation in learner files and financial records.

Trainers and Assessors

- Report delivery disruptions (for example vehicle or equipment issues) that may trigger rescheduling or fee related considerations.
- Support suitability decisions by identifying where a learner may not be able to safely participate or meet the training product requirements.
- Provide factual information to support decision making where required.

All Staff

- Apply this policy consistently and refer escalations to the RTO Manager or Director where required.
- Maintain confidentiality and secure handling of learner and financial information in line with HTT records and privacy requirements

Review

This policy is reviewed at least every two years and earlier where required. Triggers for early review include changes to the Standards for RTOs 2025 or regulatory guidance, changes to Department of Transport WA licensing expectations relevant to HTT delivery, changes to fee structures or delivery models, emerging trends in refunds or rescheduling, complaints and appeals outcomes, audit findings, or where continuous improvement activities identify systemic issues. Review outcomes are recorded and tracked through the Continuous Improvement Register.

Name of document:	Refund, Fees and Learner Suitability Policy		
Version Number: 3	Location: Policies Folder		
Reviewed: DEC 2025	Next review due: DEC 2026		
RTO Number: 52959	Written by: HTT	Page 5 of 6	

Related Policies and Documents

The following related policies, procedures and forms support the implementation and compliance of this policy:

Related Policies and Documents

- Informing Protecting Learners Policy (Fees, charges and refund information)
- Code of Practice
- Complaints & Appeals Policy
- Record Management Systems Policy
- Regulatory Compliance & Governance Policy
- Continuous Improvement Policy
- Training Staff Policy

Associated Forms and Documents

- Enrolment Form / Agreement
- Refund Request Form (if used)
- Payment Records / Tax Invoices
- Course Booking Confirmation
- Continuous Improvement Register
- Complaints & Appeals Register

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Reviewed: DEC 2025	Next review due: DEC 2026		
RTO Number: 52959	Written by: HTT	Page 6 of 6	