

Rowe Training & Consulting

Fees Charges and Refunds Policy RTO Courses

Clients of *Rowe Training & Consulting* pay on invoicing of agreed fee to which course they are enrolled. Invoices will be sent after enrolment and payment is expected within 14 days. Monthly instalments can be arranged but will incur an accounting fee of 10%.

Non payment of course fees within prescribed periods may inhibit students from attending further workshops or accessing further learner guides until fees due are paid.

In the event that the client prefers to pay the agreed fee prior to the commencement of classes these fees will be accounted separately and, in accordance with the *Fees and Refund Procedure*, and accessed only after two classroom sessions are attended.

The agreed fee is outlined on the Fee form included with enrolment and once a client has attended 2 classroom sessions they are committed to the whole cost of the course. Refunds will be made to any clients who provide written notice of withdrawal from a course before the second class session.

Students initial distribution of learning guides are included in course fees, Redistribution of learning guides will however incur a cost replacement fee. Please enquire with training coordinator to the cost of any learning guides lost.

Certification of qualifications will only be issued to those clients who have paid full course fees. Statement of attainments may be issued for units paid for and completed if partial refund is required.

In the event of the cancellation of a course by Rowe Training & Consulting all fees paid will be refunded.

Refunds outside of these arrangements will be determined by the Director of Rowe Training & Consulting.