



Catagra Group Training
— Leading the Way —

COURSE FEE PAYMENT & CANCELLATION POLICY



NATIONALLY RECOGNISED
TRAINING

RTO Number: 46561

www.catagragrouptraining.com



Course Fee Payment & Cancellation Policy

01. Purpose

This policy outlines the requirements for fee payment, cancellations, withdrawals and refunds for students enrolling in Training Programs with nationally recognised Units of Competency delivered by Catagra Group Training Pty Ltd.

This policy supports compliance with:

- Standards for Registered Training Organisations (RTOs) 2025
- National Vocational Education and Training Regulator Act 2011
- Australian Consumer Law
- Relevant financial management and consumer protection obligations



02. Definitions

• Commencement of Training

Training is considered to have commenced when a learner is granted access to learning materials, online systems, or participates in any training or assessment activity.

• Training Product

A nationally recognised unit or group of units of competency delivered by the RTO.

03. Fee Payment Requirements

3.1 No Pre-Enrolment Fees

No payment is required to submit an enrolment application.

3.2 Offer of Enrolment

Following review and acceptance of an enrolment application:

- The learner will receive a formal Offer of Enrolment
- Fees will be clearly outlined prior to acceptance

3.3 Fee Protection and Invoicing Structure

Catagra Group Training Pty Ltd **will not accept more than \$1,500 in advance payments** from an individual learner prior to the commencement of training.

To comply with this requirement:

- An initial invoice will be issued for an amount not exceeding \$1,500
- This invoice must be paid prior to commencement of training



After training has commenced:

- A second invoice will be issued for any remaining balance

This may occur after access to online learning has been provided and prior to practical training sessions

3.4 Payment in Full Requirement

All outstanding fees must be paid in full:

- prior to attending practical training sessions (where applicable), and
- prior to the issuance of a Statement of Attainment

Learners who have not met payment requirements may:

- be refused access to practical training, and/or
- have certification withheld until all fees are paid

3.5 Payment Methods

Fees may be paid using approved methods including:

- Electronic Funds Transfer (EFT)
- Credit or debit card
- Online payment facility as advised by the RTO

Receipts will be issued for all payments on request.



3.6 Third-Party Payment Arrangements

Where learners choose to use a third-party payment provider (e.g. buy-now-pay-later services), the agreement is between the learner and the provider.

The RTO is not responsible for the terms or management of these arrangements.

04. Cancellations, withdrawals & refunds

4.1 Student-Initiated Withdrawal Prior to Commencement

Where a student withdraws from training:

- More than 14 days prior to commencement

→ Full refund of fees paid, less an administration fee of \$250.

- 14 days or less prior to commencement

→ A cancellation fee of 25% of the total training product fee will apply.

4.2 Withdrawal After Training Has Commenced

- No refund will be issued once training and assessment activities have commenced.
- Students may be eligible to transfer to a future intake at the discretion of the RTO.

4.3 Cancellation or Postponement by the RTO

If Catagra Group Training Pty Ltd cancels or reschedules training and the student is unable to attend the revised dates:

- The student may choose to

o transfer to another scheduled intake, or

o receive a full refund of all fees paid.

Refunds will be processed within 14 business days.

4.4 Compassionate or Compelling Circumstances

Refund requests based on compassionate or compelling circumstances may be considered on a case-by-case basis.

Examples include:

- Serious illness or injury
- Bereavement
- Natural disaster or significant hardship

Supporting documentation may be required.



05. Refund Process

Refund requests must be submitted in writing to:

- admin@catagragroup.com.au

Refunds will be processed within 14 business days of approval.

Refunds will be paid to the original payer, unless otherwise authorised in writing.

06. Non Payment of Fees

Students who do not pay required fees by the due date may:

- be refused access to training and assessment
- be withdrawn or deferred from the training product
- have the issuing of Statement of Attainments withheld
- be subject to recovery action where applicable

07 Complaints & Appeals

Students who are dissatisfied with a decision made under this policy may access the RTO's **Complaints and Appeals Policy**.

08 Policy Review

This policy will be reviewed annually as part of the RTO's self-assurance and continuous improvement framework to ensure ongoing compliance with the Standards for RTOs 2025.



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