Schedule of Fees and Charges

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Trainex Academy charges fees for services provided to students undertaking training and assessment. These charges are generally for items such as course materials, learning resources, student services, and training and assessment services.

When and how do I pay?

Fees are payable at different stages depending on the type of course you are enrolling in. As an example:

- For a short course, the total fee is generally payable when an enrolment offer is accepted, using the method stated in your offer or invoice. Course suitability and required pre-enrolment checks must be completed before acceptance.
- for a **long course**, the student will generally be required to make the initial payment within 5 days of being issued an invoice or prior to the course commencing, whichever occurs first, unless an approved instalment arrangement applies.

Trainex Academy accepts payment for fees using the following payment methods:

- Credit / Debit Card via approved payment link, electronic invoice, or another approved payment method
- Electronic Funds Transfer (EFT)
- Invoice, primarily for employer-funded or business clients
- Direct debit / approved instalment arrangement, where approved by Trainex Academy

Cash, cheque, and money order payments are not part of Trainex Academy's standard payment methods at commencement.

Can I get a refund?

Your rights under the Australian Consumer Law and other applicable laws are not excluded or limited by this policy. The voluntary cancellation conditions below do not remove a right to a refund, replacement service or other remedy required by law. A legally required refund does not depend on CEO discretion, and you are not required to accept a course credit instead.

Students who cancel at least 10 business days before course commencement receive a full refund of fees paid. The existing late-booking exception also applies: if you register within

the 10 business days before commencement and cancel before learning or the scheduled training session starts, you receive a full refund.

For voluntary cancellation purposes, online learning starts when you first access learning content or attempt an assessment. Payment, account activation and a general portal login alone do not count. Face-to-face delivery starts at the first scheduled training session. For blended courses, commencement is the earlier of the online learning start and the first scheduled training session. Your course dates and access arrangements will be explained before enrolment is accepted.

In other cases, students who cancel 9 business days or fewer before commencement receive a 75% refund of fees paid. Trainex retains 25% to cover committed costs. This deduction applies only to a voluntary cancellation and remains subject to your statutory rights; it does not apply to the late-booking exception above.

If you voluntarily cancel after commencement, the standard change-of-mind policy does not provide a refund of tuition fees. Contact Trainex promptly in writing if you need to withdraw. Statutory refunds and remedies, provider cancellation and the exceptional-circumstances provisions below still apply.

For a voluntary change-of-mind cancellation, separately purchased textbooks or workbooks that have been supplied are not refundable. This does not exclude rights relating to faulty, misdescribed or otherwise non-compliant goods, or other remedies required by law. A deduction must not duplicate a charge already included in the tuition fee.

The CEO may approve an additional refund or, with the student's agreement, a course credit where illness, hardship or other significant circumstances affect participation. This discretion is additional to, and does not replace, any refund or remedy required by law.

Approved refunds are paid within 14 calendar days from written cancellation notice, consistently with the existing published commitment. A refund required by law is processed without undue delay. Refunds normally return to the original payment method; another method, including EFT to an authorised nominated account, may be used by agreement. Trainex will explain the calculation and any lawful deduction in writing.

Request a refund by emailing admin@trainexacademy.com.au or completing the Refund Request Form. Include your name, course, payment details and reason. The form is available on request and with the fee schedule. Assistance is available if you cannot complete it; using a particular form is not a condition of exercising statutory rights. Do not send payment-card details through a general website form.

The following situations are subject to the consumer-rights protections above:

- **After commencement: If you voluntarily cancel after commencement, the standard change-of-mind policy does not provide a refund of tuition fees. Contact Trainex promptly in writing if you need to withdraw. Statutory refunds and remedies, provider cancellation and the exceptional-circumstances provisions below still apply.**

- **Textbooks and workbooks: For a voluntary change-of-mind cancellation, separately purchased textbooks or workbooks that have been supplied are not refundable. This does not exclude rights relating to faulty, misdescribed or otherwise non-compliant goods, or other remedies required by law. A deduction must not duplicate a charge already included in the tuition fee.**

- **Refunds are paid to the person or entity that made the payment, unless a different authorised arrangement is agreed.**

- **Missed classes: no standard change-of-mind refund applies to a session missed for personal reasons. Discuss any support, transfer or hardship options promptly. Consumer-law rights are unaffected.**

- **If Trainex cancels a course before it starts, including because intake numbers are insufficient, you receive a full refund. If Trainex ceases to provide a course after it starts, fees for services not provided will be refunded. We will explain the basis of the calculation and respect any further remedy required by law. An alternative course or credit is offered only with your agreement.**

- **Where enrolment ends for misconduct, fees are not automatically forfeited. Trainex will assess services delivered, undelivered services, any reasonable and lawful loss and the student's consumer-law rights, and provide a written outcome. The student may appeal the decision.**

Students have the right to access Trainex Academy complaints and appeals processes and to also take further action under Australia's consumer protection laws.

Are my fees protected in case I need a refund?

Trainex Academy does not require prospective or current students to prepay fees in excess of the prepaid fee threshold of $1,500. This is an important consumer protection measure to limit the amount of fees that a student can be charged in advance of the services being delivered to the student. If the cost of the course is less than $1,500, generally the full amount will be requested for payment prior to the course commencing.

Do I pay GST in my tuition fees?

Training tuition fees for nationally recognised training are generally GST-free where they meet the requirements of relevant taxation legislation. GST may apply to some miscellaneous charges.

A qualifying unsolicited consumer agreement, such as certain agreements made through unsolicited telemarketing or door-to-door sales, has a statutory cooling-off period of 10 business days. Trainex does not use those sales methods. An ordinary online or student-initiated enrolment does not automatically attract that statutory cooling-off period. If a qualifying unsolicited agreement occurs, the statutory rights apply regardless of this policy. Other cancellation and consumer-law rights remain available.

Changes to Terms and Conditions or Services

Trainex may make reasonable changes needed to comply with law or regulator directions, transition a training product, or respond to circumstances affecting safe and effective delivery. Changes will not remove accrued rights or retrospectively increase agreed fees. We will explain the reason, effect and available options in writing, normally at least 28 days before a planned change. If advance notice is not reasonably possible because an urgent or external change is required, we will notify you as soon as practicable. A material change to the service you agreed to purchase will be discussed with you; appropriate options may include an agreed alternative, transfer or cancellation and refund for services not provided, together with any other remedy required by law. You may use the complaints and appeals process without losing those rights.

Please refer to the Student Handbook for further information on all student rights and obligations.

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Training Programs

Product/Service	Price
BSB30120 Certificate III in Business	$1,000
BSB40120 Certificate IV in Business	$1,200
BSB40920 Certificate IV in Project Management Practice	$1,400
CPP20218 Certificate II in Security Operations **Not open for enrolment pending required approval**	$1,000 indicative only
SITHFAB021 Provide Responsible Service of Alcohol **Includes the NSW competency-card cost**	$130
HLTAID011 Provide First Aid **Includes HLTAID009 Provide Cardiopulmonary Resuscitation**	$120

Note.

- All training tuition fees are GST-free where applicable under relevant taxation legislation. No GST is included in tuition fees unless otherwise stated.
- For a standalone RPL application, the fee is the listed course fee unless Trainex approves a different written quote. Students already enrolled in the course are not charged an additional RPL fee. Credit transfer is provided without an additional fee.
- Trainex Academy payment terms are generally within 5 days of being issued an invoice or prior to the course commencing, whichever occurs first, unless an approved instalment arrangement applies.
- The fee structure described above is designed to limit the amount paid by students upfront and to ensure compliance with prepaid fee threshold requirements.

Miscellaneous Charges

Re-issuing a certificate, qualification, or statement of attainment	$50 (Incl. GST)
Replacement of issued learning/reference workbook (per workbook)	$50 (Incl. GST)
Re-assessment fee	$60 (Incl. GST)
Note: Students will be offered three (3) assessment opportunities during a normal training program for each assessment event. The re-assessment fee will only apply if the student chooses to persist to demonstrate competence and complete the qualification. The re-assessment service includes individual re-training to prepare the student for the re-assessment.	

Trainex Academy – Refund Request Form

This form is to be completed by students requesting a refund from Trainex Academy. Refund requests will be assessed in accordance with Trainex Academy's Fees and Refunds Policy. Submission of this form does not guarantee approval of a refund.

Student request			
Name:			
Student number:			
Course Code and Title:			
Contact Details:	Ph:	Email:	
Amount Paid:		Refund Amount:	
Reason for request:			
Refund method: refunds normally return to the original payment method. If you agree to an EFT refund, provide the authorised account details below. Leave them blank if they are not needed.			
Account Name:			
BSB:		Ac No:	
If I have nominated an EFT account, I agree to this refund method and confirm the account details are correct and I am authorised to nominate it.			
Sign:		Date:	
CEO/Director Decision			
Name:			
Action:	Approved Not Approved	Refund amount:	
Reason for decision:			
Sign:		Date:	
Processed by:		Date Processed:	