

Policy Statement

ATI Mirage is committed to ensuring transparency, fairness and accountability in all fee-related matters for students and clients. This policy outlines the fees and refund arrangements applicable to training and assessment services, in line with the requirements of the *Standards for RTOs 2025* and relevant consumer protection laws.

This policy ensures:

- That all fees and charges are clearly disclosed prior to enrolment;
- That students understand their financial commitments;
- That ATI Mirage maintains compliance with **Clause 2.3 (Accurate Marketing and Enrolment Information)** and **Clause 3.4 (Fair and Transparent Fee Policies)** of the *Standards for RTOs 2025*;
- Alignment with **Part 5 – Enrolment and Learner Support** and **Part 9 – Issuing Certification** of the *RTO and ESOS Provider Standards: Requirements for All Providers*.

Scope

This policy applies to:

- All prospective and enrolled students of ATI Mirage (individual and corporate clients);
- All training products and services delivered under ATI Mirage's scope of registration.

Provision of Fee Information

Before enrolment, ATI Mirage provides clear and accurate information regarding:

- **Total course fees**, including tuition, administration, learning materials, and any other applicable charges;
- **Payment terms**, including timing of payments and instalment options;
- Any **non-refundable fees**, including deposits or administration costs;
- **Reassessment fees** or charges for additional services where applicable.

Fee information is made available through:

- Course flyers and promotional material;
- ATI Mirage website;
- Student Handbook;
- Client proposals (for group bookings);
- Email communications;
- Enrolment Commencement Pack and Enrolment and Orientation Checklist.

Fee Protection and Payment Limits

To comply with regulatory requirements and protect learners:

- ATI Mirage will not collect more than **\$1,500** in prepaid fees from any individual student for services not yet delivered;

- The \$1,500 limit applies **per course or qualification** prior to commencement;
- Remaining balances are collected **after Module 1 of face-to-face delivery** for private clients.

Accepted payment methods include EFT, credit/debit card, cheque, and direct bank transfer.

What Fees Cover

- Course fees include access to training materials and resources;
- Two (2) attempts at each assessment task are included;
- Additional assessments will incur a **reassessment fee of \$175 per unit of competency**;
- Reissue of AQF certification documentation will incur a **\$55 fee (incl. GST)**.

Refund Policy and Conditions

Eligibility for Refunds

Refunds may be granted in the following circumstances:

- The course is cancelled by ATI Mirage before commencement;
- The course does not commence as scheduled;
- The course ceases to be provided before it is completed.

In these cases, a **full refund of tuition fees paid in advance** will be issued.

Student-Initiated Withdrawals

Refunds are not available once a course has commenced. Refunds for withdrawals prior to commencement will be applied as follows:

Notice Period (Written)	Refund Available
More than 10 working days' notice	Full refund less admin fee
Less than 10 working days' notice	50% refund of course fees
Less than 5 working days' notice	No refund

Note: All cancellations must be submitted **in writing via email**. Phone cancellations will not be accepted. ATI Mirage will confirm cancellations in writing and outline any applicable fees.

Re-Issuing of Certification Documents

- A reissue fee of **\$55 (incl. GST)** applies for reissuing qualifications, records of results, or statements of attainment.
- Requests must be submitted in writing and verified through student records

Recordkeeping and Reporting

- All payment and refund records are retained for compliance and audit purposes;
- Qualification issuance and related records are maintained for **30 years** in accordance with **Part 9 – Issuing Certification**;
- Fee transactions and learner completions are reported through **AVETMISS (Total VET Activity)**.

Responsibilities

Role	Responsibility
RTO Manager	Oversight of compliance and approval of fee structure
Admin Team	Issuing invoices, processing payments and refunds
Trainers/Assessors	Directing students to policy during enrolment

Definitions

Term	Definition
Tuition Fees	The cost of training and assessment services.
Reassessment Fee	A fee charged if more than two attempts are needed for competency.
Certification	AQF documents issued upon successful completion of training.
AVETMISS	The national VET data collection standard.
USI	Unique Student Identifier, required for all accredited training.

Related Documents

- Student Handbook
- Enrolment Commencement Pack
- Enrolment and Orientation Checklist
- Standards for RTOs 2025
- RTO and ESOS Provider Standards: Requirements for All Providers
- Australian Consumer Law

Modification History

Version No.	Issue Date	Nature of Amendment
Version 1.2	20/08/2018	Reviewed and amended during internal audit. Removed reference to Individual Student – this policy covers both individual and group bookings. Version control added and modification history. Aligned to Standards. Refund terms updated in accordance with current practice. Removed reference to Payment Agreement and ATI-Mirage Guarantee. Replaced with Enrolment Pack and Enrolment and Orientation Checklist. Added all areas where fee payment may be found.
Version 1.3	25/10/2018	Clarification – balance payable on commencement. Removed cost of RPL as not relevant here. Up to date training and assessment charges on website and course flyers.
Version 1.4	9/8/2019	Changed Balance of Course Payment to on completion of Module 1 face to face delivery for private clients as per audit findings.
Version 1.5	15/8/2019	Reviewed by SL Point 4 under Information about Fees & Charges still showing on commencement, updated as per above. Removed mention of remittance slip no longer applicable. Minor edits by RS.
Version 1.6	20/11/2024	Review due and updated with branding and to reflect current practices
Version 1.7	02.02.2025	Updated to the new Standards for RTOs 2025