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## Fees, Reschedule and Refund Policy

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Document Number: ATIM-ORG-POL-004

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Review Timing: 12 Months

Last reviewed: 06.01.2026

Version: 1.6

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## **1 Policy Statement**

ATI-Mirage is committed to ensuring all students clearly understand the fees, charges, and refund conditions that apply to their enrolment in nationally recognised training.

This policy explains:

- what students must pay
- what services ATI-Mirage provides for those fees
- the circumstances under which refunds and rescheduling may be granted

ATI-Mirage provides all fee information before enrolment and throughout the student's training journey. This includes all pre-course marketing, website information, enrolment documents and the Student Handbook. This policy complies with the Standards for Registered Training Organisations (RTOs).

## **2 Scope**

This policy applies to:

- All students enrolled in nationally recognised training products that form part of ATI-Mirage's current scope of registration, and
- Clients engaging ATI-Mirage for the delivery of nationally recognised training and assessment services

This policy does not apply to:

- non-accredited short courses
- corporate workshops
- training products delivered exclusively to client groups at ATI-Mirage's head office or at a client's workplace

## **3 Overarching Principles**

### **3.1 Transparency**

All fee information is clearly communicated prior to and throughout enrolment.

### **3.2 Fairness**

Refunds and fee decisions are applied consistently, aligned with this policy and relevant legislation.

### **3.3 Rescheduling First**

In all instances, ATI-Mirage will first offer a rescheduling option as the preferred approach to support student and client needs.

### **3.4 Consideration of Individual Circumstances**

ATI-Mirage recognises that exceptional or unforeseen circumstances may arise and will assess each case with empathy and professionalism.

### **3.5 Collaboration**

Refund decisions are made through discussion and agreement with ATI-Mirage administration staff, based on eligibility criteria outlined in this policy.

## 4 Fees and Charges

Enrolling students and clients are informed of all applicable fees, including course fees, administration fees, materials fees, and other charges via:

- ATI Mirage website
- Email enquiries

Information provided includes:

- Total course fees
- Payment terms, due dates, and any non-refundable deposits
- Additional service fees (e.g. reassessments, reissue of testamurs)

## 5 What student fees cover

- Training and assessment materials required for the course
- Up to two (2) assessment attempts per cluster/unit
- Standard certification issuance

### 5.1 Additional Services Fees

Where additional services are required by the student the following fee structure will apply;

Recognition of Prior Learning Application Fee	Discussed on app
Reissue of Statements of Attainment/testamurs /academic records	\$60.00
Refund Administration processing	\$100.00
Reassessment [beyond included attempts]	\$180.00

## 6 Payment terms and methods

Payment for all courses is required **at the time of booking**. ATI-Mirage complies with the national fee-protection requirements for Registered Training Organisations and will therefore **collect no more than \$1,500 per student prior to the commencement of training**.

Where total course fees exceed \$1,500:

- An initial payment of up to \$1,500 is required at the time of booking, and
- The remaining balance is payable after the participant has completed the first cluster or unit of the training program.

This approach ensures compliance with fee-cap regulations while providing clarity and fairness for all students and clients.

**Accepted payment methods:** credit/debit card, EFT. Credit card payments can be made via phone or using online payment options provided.

## 7 GST

GST is not applied to programs offered by ATI Mirage (see ATO ruling GSTR 2001/1 Goods and services tax: supplies that are GST-free for tertiary education courses available on the ATO website). A tax invoice can be generated when requested for public courses. It is the

student/clients responsibility to ensure that the details provided on the enrolment form are accurate and correct.

## **8 Rescheduling, Cancellations and Refunds**

### **8.1 Rescheduling**

ATI-Mirage will always offer **rescheduling as the primary option** for students who are unable to attend their original planned booking. All rescheduling requests must be submitted via email in writing, using the **Application for Deferral Form**, detailing the circumstances for rescheduling preventing attendance.

#### **Rescheduling conditions**

- **More than 5 working days prior to the course date:** No additional fees apply. Any further reschedules may attract an administration fee in accordance with the current fee schedule.
- **Within 5 working days of the course date:** A fee equal to 50% of the course fee applies.
- **Within 2 working days or less of the course date:** A fee equal to 100% of the course fee applies.
- **Failure to attend on the day (no-show):** A fee equal to 100% of the course fee applies.

### **8.2 Cancellation**

Participants who wish to cancel their enrolment must submit their request in writing via email. Cancellation fees apply as follows. These conditions apply to participants who do not meet the individual-circumstances criteria outlined in Section 8.3 and 8.4 of this policy.

#### **Cancellation conditions**

- **More than 5 working days prior to the course date:** An administration fee may apply, and a refund may be available.
- **Within 5 working days of the course date:** A fee equivalent to 50% of the course fee applies.
- **Within 2 working days or less of the course date:** A fee equivalent to 100% of the course fee applies.
- **Failure to attend on the day (no-show):** A fee equivalent to 100% of the course fee applies.

### **8.3 Refund Eligibility**

ATI-Mirage understands that participants may face unexpected or exceptional circumstances. Upon receiving written notification:

- ATI-Mirage will review the situation on a **case-by-case basis**
- Supporting documentation may be requested (e.g. medical notes, urgent personal circumstances)
- Decisions will aim to balance compassion with policy consistency and fairness

If rescheduling is not suitable, students may apply for a refund. Refunds will be considered when:

- The participant meets the eligibility criteria below and;
- The request is discussed and agreed upon with ATI-Mirage administration staff.

### **Full Refunds**

A full refund of fees paid in advance will apply when at ATI Mirage determines:

- a course place is no longer available
- the course will not commence
- ATI Mirage ceases the course partway through and it cannot be completed

### **8.4 General Conditions**

Examples of circumstances that may be considered include (but are not limited to):

- Serious illness or injury
- Bereavement
- Acute personal hardship
- Major, unforeseen life events

A refund will not be granted for cancellation from a module or program in the following situations:

- The learner has already commenced the course or module
- Change of mind
- Change of working hours
- Change of work commitments

Any approved variation to the standard refund structure will be documented and confirmed in writing.

### **9 Review and Continuous Improvement**

An annual review of fees will be undertaken by the ATI Mirage Management based on business needs and expectation, legislative and regulatory changes, independent market forces, administrative costs involved in program delivery and ongoing management of the program.