

Fees, Charges, Fee Protection and Refund Policy

Document Code / ID:	POL-DTECH-002
Target Qualification:	TLI41225 Certificate IV in Motor Vehicle Driver Training
Applicable Standards:	National Vocational Education and Training Regulator (Compliance Standards for NVR Registered Training Organizations and Fit and Proper Person Requirements) Instrument 2025 (Fee Protection Standard) and Competition and Consumer Act 2010 (Australian Consumer Law).
Owner / Approver:	Chief Executive Officer / Director
Release Date:	September 2026
Review Cycle:	Annual (Next Scheduled Review: September 2027)

1. Purpose & Scope

D-Tech Instructor Training Pty Ltd is committed to clear, transparent, and ethical financial practices in the administration of student course fees, fee collection, fee protection, and refund processing. This policy ensures full compliance with the National Vocational Education and Training Regulator (Compliance Standards for NVR Registered Training Organizations and Fit and Proper Person Requirements) Instrument 2025 (Fee Protection Standard) and the Competition and Consumer Act 2010 (Australian Consumer Law).

This policy applies to all prospective and enrolled students in the TLI41225 Certificate IV in Motor Vehicle Driver Training qualification delivered at 19 Bromus Street, Marsden Park NSW 2765, blended online, or in dual-control vehicles.

2. Fee Information & Transparency

- **Pre-Enrolment Disclosure:** Prior to enrolment or accepting any payment, D-Tech Instructor Training provides prospective students with an itemised Written Agreement / Letter of Offer detailing: total course fees, deposit amounts, instalment schedules, any resource or vehicle hire fees, and potential incidental fees.
- **No Hidden Charges:** All compulsory fees (learning resources, assessment attempts within allocation, portal access) are included in the published course price. Incidental charges (e.g. re-assessment fees, replacement certificates) are explicitly published.

3. Prepaid Fee Protection (Standard / Section 7 Requirements)

D-Tech Instructor Training Pty Ltd complies with strict regulatory prepaid fee thresholds to safeguard student funds:

- **Fee Cap Compliance:** D-Tech Instructor Training does not collect more than \$1,500 in prepaid fees (fees collected prior to training commencement or services delivered) from an individual learner.
- **Structured Progress Instalments:** Course fees exceeding \$1,500 are structured into milestone-based instalment payments aligned with training progression (e.g., initial deposit <= \$1,500, with remaining balance payable in scheduled instalments as units or practical training stages commence).

4. Refund Policy & Scenarios

Refund eligibility is assessed fairly and objectively in accordance with the following schedule:

Circumstance / Withdrawal Stage	Refund Entitlement	Administration / Deduction
Provider Default: Course cancelled by D-Tech Instructor Training prior to commencement	100% Full Refund of all fees paid (or transfer to new intake at student choice)	Nil deduction
Provider Default: D-Tech ceases course delivery mid-way and cannot arrange suitable teach-out	100% Pro-rata Refund for all uncommenced units / hours	Nil deduction
Withdrawal during statutory cooling-off period (prior to course start & accessing LMS materials)	100% Refund less minor processing fee	\$150 non-refundable admin fee
Withdrawal > 14 calendar days prior to scheduled course start date	Refund of all fees paid less admin fee	\$200 administration fee
Withdrawal < 14 calendar days prior to course start date	50% of deposit / initial fee	Balance retained for allocated training slots
Withdrawal after course start date or after commencing practical in-car training	No Refund on completed/commenced units	Pro-rata credit considered solely under documented extenuating circumstances
Special Extenuating Circumstances (Documented severe medical crisis, bereavement)	Assessed on merits by CEO; pro-rata credit or refund for uncommenced training	Assessed on case-by-case basis

5. Refund Application & Processing Workflow

- **Written Application:** Students seeking a refund must complete and submit the Refund Application Form (Appendix A) accompanied by supporting documentation to admin@dtechinstructortraining.com.au.
- **Assessment & Notification:** The RTO Director / Accounts Manager evaluates the application against this policy and provides written notification of the decision within 10 business days.
- **Disbursement:** Approved refunds are processed via electronic funds transfer (EFT) directly to the original payer within 14 calendar days of approval.
- **Right to Appeal:** If a student disputes a refund assessment, they may access D-Tech Instructor Training's Complaints and Appeals Procedure (POL-DTECH-001) at no charge.

**D-Tech Instructor Training Pty Ltd**

ACN: 700 951 962

19 Bromus Street, Marsden Park NSW 2765

Web: www.dtechinstructortraining.com.auEmail: admin@dtechinstructortraining.com.au

Appendix A: Student Refund Application Form

Submit this completed form to: admin@dtechinstructortraining.com.au or in person at 19 Bromus Street, Marsden Park NSW 2765.

Student Full Name:	
Student ID / USI:	
Course Enrolled In:	TLI41225 Certificate IV in Motor Vehicle Driver Training
Total Fees Paid to Date (\$):	\$
Reason for Refund Request:	☐ Withdrawal prior to course start ☐ Extenuating Circumstances ☐ Provider Default / Reschedule ☐ Other: _____
Detailed Grounds / Explanation:	
Nominated Bank Account Details for Refund:	Account Name: _____ BSB: _____ Account Number: _____
Student Declaration & Signature:	I confirm the information supplied is true and correct. Signature: _____ Date: ____ / ____ / 202____