Policy 15: Fees, Payments & Refunds

Ballistic Training Solutions provides workforce planning, training and consultancy services to Industry Clients including the Aviation, Education, Construction, Environmental, Agricultural Engineering Infrastructure and Resource Sectors.

Fee Structure

Total course fee

Each qualification, unit of competency or accredited course offered by Ballistic Training Solutions has a specific course fee. The course fee is the maximum fee that may be charged to the student for their selected training program.

It is Ballistic Training Solutions' policy that the course fee will be all-inclusive unless otherwise negotiated based on the tailored training plan requirements. Students will not be 'surprised' by unexpected requirements, fees, or expenses.

Where additional resources normally associated with a program of study are required (for example, reference material, research documents, own computer) the student will be clearly advised of exactly what is required in the student study guide for that program.

Ballistic Training Solutions has a schedule of fees for each training program on its scope of delivery. To obtain a customised quote on your training requirements or to obtain a copy of our current course fee schedule please contact Ballistic Training Solutions via email at; info@ballistic.edu.au

Payment required in advance
Generally, a payment is required from each Student prior to the commencement of training. (Unless otherwise stipulated in Government Funding or Contracted Delivery Requirements for Co Contribution payments) This payment is determined by the course or training (i.e., Statement of Attainment vs Full Qualification and must not exceed the $1500 pre-commencement payment requirement)

Enrolment fee
No enrolment fee is applicable. (Unless negotiated as part of a tailored payment plan or stimulated in specific government funding agreements/conditions) (See Receiving Payments & Protection of Student Fees Section)

Withdrawal fee
No withdrawal fee is applicable.

Overdue Invoice fee
Ballistic Training Solutions operates a 7-day invoicing payment terms unless otherwise agreed prior to engagement in writing.

- Overdue invoices greater than 30 days from the due date incur a 5% late payment fee based on the total of the original invoice amount.
- Overdue invoices greater than 60 days from the due date of invoice incur a 10% late payment fee based on the total of the original invoice amount.

Re Submission and Re-assessment fee
No re-assessment fee applies for the first 3 attempts per unit at submitting the required evidence requirements. Outside of 3 assessment submissions will be negotiated on an individual basis.

Recognition of Prior Learning Assessment (RPL)
Fees for all assessment strategies are detailed in fee schedule

Gap Training Fees
Where a student undertakes an RPL assessment but is unable to establish competency to the package requirements and gap training is identified, this will be negotiated on an individual basis based on availability of gap training and individual student needs.

Policy 15: Fees, Payments & Refunds

Credit Transfer Verification Processing (CT)
$250 One off administration processing fee for full qualification.

Industry Specific or Logistical Delivery Fees
Individual location/remote and specific industry delivery requirements may incur additional costs for delivery, these will be negotiated with the client PRIOR to acceptance of enrolment.

Flexible Payment Plans
Ballistic Training Solutions may negotiate specific payment plans with students to support their commencement and progression throughout their course. (See Receiving Payments & Protection of Student Fees Section)

Direct Debit & Automated Payment Arrangements
Please note that as of the 1st of July 2022 Ballistic Training Solutions does not offer a direct debit payment arrangement. Payments of this nature are the expressed responsibility of the student and not managed or administered by Ballistic Training Solutions.

Produce partial completion statement of attainment
No fee applies to produce a statement of attainment when the Student has partially completed the training program and must withdraw.

Re-print certification
Where the Student requests a new copy of his / her certification, the following fees apply:

- Statement of attainment $25.00+GST +Postage
- Qualification (with academic transcript) $40.00+GST + Postage

Contact Us for a Replacement Award Application Form
PO Box 7502 Sippy Downs QLD 4556
Phone: 1300 738 098
Email: info@ballistic.edu.au

Receiving Payments & Protection of Student Fees
Payment of Student Fees – Full Fee for Service Qualifications / Statement of Attainments

Fee for service corporate or company specific training and assessment activities (where a business, corporate entity or company engages the services of Ballistic Training Solutions and not an individual student) are negotiated on an individual basis and are subject to the agreed terms and conditions for payment and delivery.

Per ASQA Standards 2025 no individual student fee above $1500 will be collected from a student prior to commencement.

Ballistic Training Solutions does not collect prepaid fees from domestic students in advance.

Payment for student delivery courses takes place after the pre-enrolment induction session.

Where fees for a student delivery course are less than $1500, this must be paid on day one of the course.

Where the course fee for a student delivery course is greater than $1500 this can be split into two payments:

1. Enrolment & training plan acceptance $500
2. The remainder of the course invoice amount on commencement

Where a course fee for a student delivery course is greater than $2000 but less than $3000 the fees can be split into three payments:

1. Enrolment & training plan acceptance $500
2. 50% of the remainder on commencement
3. Final 50% upon six months or completion of the course whichever comes first

Where a student enrolls in a Fee for Service Course/Qualification that is above $3000 a tailored payment plan may be negotiated on an individual student basis based on the total number of units, training and assessment delivery mode unit and qualification completion timeframes.

All student fees are to be paid and up to date prior to issuance of additional or supplementary units and/or qualification or statement of results.
Students are to pay the agreed course fees per the supplied Ballistic Training Solutions Tax Invoice and agreed payment terms.

Outstanding, unpaid, and overdue student accounts may result in suspension of training and assessment and delays in processing of Qualifications and Statements of Attainments until the account is paid up to date.

Ballistic Training Solutions guarantee they will not cancel a course after commencement providing the student meets the required participation and engagement requirements throughout the course delivery. (See administrative withdrawal or deferral policy section for more information)

Refund Policy and Procedure

Purpose
To support Ballistic Training Solutions commitment to fulfil the Standards for Registered Training Organisations (RTOs) 2025 under Clause 5.3

Scope
The refund Policy applies to all students enrolled with Ballistic Training Solutions.

Policy
Ballistic Training Solutions is committed to fair and transparent application of fees and charges for its services as well as processing of refunds where applicable.

All students are encouraged to read their course documentation, enrolment guidelines and student handbook including payments charges and refunds prior to enrolment.

Ballistic Training Solutions publicises its refund policy on its website, on the enrolment terms and conditions documentation and in the student handbook.

All students are required to acknowledge their reading and understanding of terms and conditions including the student handbook prior to enrolment acceptance.

All refund requests are to be reviewed by the CEO.

Refund applications are assessed on an individual basis with decision being made based on the merits of the claim and the Ballistic Training Solutions Policy and Procedure requirements.

All refund decision will be communicated to the student within 20 days from receipt of the refund application.

Cancellation / Deferrals / Refunds General Information

- Cancelations are considered on an individual basis per the guidelines provided below
- Deferrals are considered on a exceptional basis only per guidelines provided below
- Withdrawals are processed on an individual basis only per guidelines provided below
- All Cancelation, Deferral and Withdrawal requests should be emailed to info@ballistic.edu.au with clear details on the studnets request as soon as possible.
- CEO approval and correspondence on determination will be provided within 14 days of receipt of correspondence.

Cancelation / Deferrals / Refunds (Qualifications & Short Course / Day Programs)

Refunds will be issued for the following circumstances:

- Ballistic Training Solutions is unable to provide the course for which the enrolment and payment has been made (this excludes the transition to an upgraded training product)
- A credit that relates to an overpayment

Refunds are not issued in the following circumstances:

- The student changes their mind
- The student has submitted units for marking/assessment
- The student finds the course too difficult
- The student no longer requires the course
- The students employment status changes
- The students personal circumstances change
- The students financial position changes
- The students circumstances change due to family health issues
- The students access to resources changes including access to reliable internet
- The student finds the course at a lower cost elsewhere or decides on an alternative delivery method. This will be interpreted as a change of mind.
- The student has breached Ballistic Training Solutions Student Code of Conduct
- The student has failed to complete the course within the designated period without an approved deferral or course extension.

Cancelation / Deferrals / Refunds (Short Course / Day Programs)

a) Registrations are date transferable up until 7 working days (Standard business days M-F excluding Public Holidays) prior to course commencement.
b) Courses can be transferred a maximum of 2 Months or 2 times (whichever is the greater) only with no refund payable on cancelation.
c) Cancellations received less than 2 working days prior to course commencement of enrolled course are non-refundable.
d) Cancellations/transfers received between 2 and 7 working days prior to course commencement attract a 20% cancellation/transfer fee.
e) Course Module changes made within 2 day of course commencement date will attract a $50 administration processing charge where applicable.
f) Traineeships attract student contribution fees and are payable upon completion of units. Exemptions and concessions may apply.

- Withdrawal during the course – no refund.

All fees paid in advance are separated from the operations of the business.

This is achieved by maintaining separate accounts to ensure sufficient funds are always available for refund activities per the above policy requirements.

All accounts are represented in Ballistic Training Solutions' accounting system for the purpose of quality assurance audit and transparency.

Information provided prior to enrolment or the commencement of training and assessment, whichever comes first, specifies the student's rights as a consumer, including but not limited to any statutory cooling-off period (where applicable) and the student's right to obtain a refund for services not provided by the Ballistic Training Solutions in the event the:

- Arrangement is terminated early, or
- Ballistic Training Solutions fails to provide the agreed services.

Cancellation Refunds (SAS – Queensland Government Funded Programs)
The SAS Policy 2025–2028, effective from 1 July 2025, sets out clear refund requirements to ensure fairness and transparency for students, employers, and other stakeholders. These requirements apply to all SAS delivering subsidised training.

Where a student has not yet commenced at the time of enrolment cancelation in a SAS Funded program under the SAS Policy 2025-2028, Ballistic Training Solutions will provide a full refund of co-contribution fees.

Where a student has commenced in a SAS Funded program under the SAS Policy 2025-2028 and paid student contribution fees in advance. Ballistic Training Solutions will provide a proportionate refund based on the amount of training not delivered at the time of enrolment cancelation which will also be reviewed against the amount of time under the agreed training plan from the students commencement.

Where a Employers or Industry Stakeholders make additional contribution payments to SAS program delivery in advance they may be entitled to a refund based on the time period from commencement to the cancelation, the nature of the payment and delivery of the agreed services or activity.

Ballistic Training Solutions is unable to wave, negotiate or change SAS Program 2025_2028 fees as defined in the Queensland Government SAS Guidelines.

Procedure
All students enquiring about a refund request will be emailed a Refund Request Form

Student Step 1
Students are required to complete the Refund Request Form. Students may download this form from the home page of the company website under Forms, Documents and Policies or by contacting Ballistic Training Solutions by email info@ballistic.edu.au or by telephone 1300 738 098 and requesting the refund request form.

Student Step 2
Students must forward the completed and signed form to Ballistic Training Solutions by email to info@ballistic.edu.au or by post to:

Ballistic Training Solutions
PO Box 7502
Sippy Downs Qld 4556

Once the Refund Request Form is received by Ballistic Training Solutions Accounts Department the following steps will be carried out internally:

BTS Step 1:
The BTS Accounts Department will acknowledge receipt of the Refund Request Form by emailing the student. A file note will be made against the student's account in PowerPro (the student management system) regarding the receipt date of the form.

BTS Step 2:
A copy of the Refund Request Form will be saved into the student's file

BTS Step 3:
Administration will record all details of the refund request in the Refund Register. The following details will be noted.

- the student's full name
- receipt date of the Refund Request Form
- the nature of the refund
- the outcome and/or solution offered by Ballistic Training Solutions
- the student's response to the outcome and/or solution offered

BTS Step 4:
The Refund Request Form received by from the student is printed and forwarded to the BTS CEO for review

BTS Step 5:
The CEO will email the student the refund decision within the specified time frame within the policy and cc a copy of the decision to the accounts@ballistic.edu.au email address.

BST Step 6:
BTS accounts place a copy of all correspondence on the student's file.

If a partial or full refund is approved by the BTS CEO the BTS Accounts team will obtain the relevant bank account details from the student via accounts@ballistic.edu.au email address.

All refund payments are processed via electronic funds transfer to the students specified bank account details only (No Cash Refunds)

All refund payments will be recorded in the BTS Accounts system against the student's invoice and accounts.

If the refund application is successful, the student can expect payment to be processed within 14 days from the date of the CEO approval.

The decision of the refund application will be recorded by the BTS CEO on the BTS Refund Register.

Ballistic Training Solutions is committed to ensuring that this Policy is implemented by all employees and contractors in accordance with the organisation's integrated quality management system.

Authorised by:

Peter Tremain
Chief Executive Officer