
Fees and refunds

This policy aims to ensure that all course fees, including those paid in advance are protected and subject to appropriate auditing processes.

Fees

Course fees will be established and reviewed by the Managing Director in consultation with the Senior Management Group.

GTA will inform potential applicants of course/workshop fees prior to commencement of studies. All advertised fees will fully inclusive i.e. materials, resources and GST.

Individual applicants are required to make full payment prior to or on the day of the course/workshop. Organisations are invoiced, with full payment to be received within fourteen days of the invoice date. Where pre-course materials are provided, applicants will be required to pay a deposit to cover material costs.

Payment can be made by cash, cheque, money order or credit card, in person, by mail or telephone.

Course participants/organisations may request information regarding balance of fees paid via Reception or the Account Administrator.

GTA is subject to financial auditing processes as defined by federal and state regulatory authorities and include:

- yearly auditing by external auditors, and
- on request by the Victorian Registration and Qualification Authority.

Refunds

GTA is committed to a refund process which is prompt, accessible and easily understood by students/clients.

Course cancellation: In the event of a training course being cancelled by GTA, all students enrolled in the course will have the option of being transferred to a later course or having a full refund of monies paid. Refunds will be distributed in the form that fee payment was received i.e. cash, cheque, credit card. In lieu of a refund, students may also elect to transfer to another course date.

Course withdrawal: Students who withdraw from any GTA course or workshop prior to commencement will receive a full refund. Refunds will be distributed in the form that fee payment was received i.e. cash, cheque, credit card. In lieu of a refund, students may also elect to transfer to another course date.

No refund is provided to students who withdraw from any GTA course/workshop on or after course commencement.