

Payment of Fees, Reschedule & Refund Policy

PAYMENT OF FEES:

At STEP123, full payment of course fees is required at the time of enrolment to secure your place in the training program. Upon completing your registration, an invoice will be issued detailing the total amount payable. To confirm your enrolment and ensure your place in the course, payment must be received no later than three (3) business days prior to the scheduled course commencement date.

Please note that students will not be permitted to commence training unless full payment has been received and processed by STEP123 administration. This policy allows us to effectively manage class numbers, allocate training resources, and provide the best possible learning experience.

In accordance with Clause 7.3 of the Standards for Registered Training Organisations (RTOs) 2015, STEP123 does not accept more than \$1,500 in advance from any individual student for nationally recognised training. This requirement ensures transparency and safeguards your fees.

We understand that financial circumstances may vary. If you are experiencing difficulty in meeting the payment deadline, we encourage you to contact the STEP123 Accounts Department well in advance to discuss alternative payment arrangements. Flexible payment plans may be considered on a case-by-case basis but must be agreed upon prior to enrolment.

If you have any questions or require assistance with the payment process, our friendly team is here to support you every step of the way.

RESCHEDULE POLICY

STEP123 understands that unforeseen circumstances can arise, and we aim to provide reasonable flexibility where possible to accommodate students' changing needs. If a student is unable to attend their scheduled class, the following rescheduling terms apply:

Circumstance	Rescheduling Entitlement
Reschedule request made more than 24 hours prior to the scheduled class start time	One complimentary reschedule is permitted. The student may choose an alternative class date at no additional cost, subject to availability.
Reschedule request made within 24 hours of the scheduled class start time	No reschedule is permitted. The student will be required to rebook the course and pay the full course fee again.

To request a reschedule, students must contact the STEP123 administration team either by phone or email. Requests must clearly state the reason for the reschedule and be received at least 24 hours prior to the scheduled class time to qualify for a complimentary reschedule.

Please note that rescheduling is subject to course availability and future class dates. If the selected course is at capacity or not available within a suitable timeframe, alternative options will be discussed with the student.

If a reschedule is requested less than 24 hours before the class start time (including on the day of the course), the request will be considered a cancellation. In these cases, no refund or reschedule will be offered, and a new booking with full payment will be required to attend a future session.

This policy ensures fairness to all students and supports effective planning and delivery of training services.

REFUND POLICY

Refund Policy:

At STEP123, we are committed to providing transparent and fair policies around course fees and refunds. Once full payment has been made, the following refund terms apply:

Circumstance	Refund Entitlement
Cancellation 48 hours or more before the scheduled class	50% refund of course fees paid
Cancellation less than 48 hours before class	No Refund
No withdrawal prior to class, or cancellation after class starts	No Refund

To be eligible for a refund, students must submit a written request via email to the STEP123 administration team, clearly outlining the reason for the cancellation and the course they were enrolled in.

Please note:

- Refunds will only be processed where STEP123 deems the request valid in accordance with the terms listed above.
- Approved refunds will be issued within 14 calendar days of receiving a valid and complete refund request.
- Refunds will be processed via the same payment method used during enrolment unless otherwise agreed upon in writing.

We encourage students to review their availability carefully before enrolling. If you believe extenuating circumstances apply to your situation, please contact us in writing, and our team will review your case on an individual basis.

This policy helps ensure we can plan and deliver high-quality training for all students while maintaining fairness and administrative efficiency.

STEP123 COURSE CANCELLATIONS

While we make every effort to deliver all scheduled training sessions as planned, there may be instances where STEP123 is required to cancel or reschedule a course. This may occur due to low enrolment numbers, trainer unavailability, or other unforeseen operational or safety-related circumstances beyond our control.

In the event that STEP123 cancels or reschedules a class, all affected students will be promptly notified and offered one of the following options:

Transfer to an alternative class date of their choice at no additional cost, subject to availability; or

A full refund of any fees paid, should rescheduling not be suitable for the student's circumstances.

STEP123 is committed to minimising disruptions and will provide as much notice as possible should a class cancellation or rescheduling occur. We appreciate your understanding and cooperation in such events, and our administration team is available to assist you in selecting a new date or processing a refund swiftly.