

1.0 Purpose

The purpose of this policy is to ensure accurate information is available Sonic HealthPlus' RTO service fees and refunds. This policy and procedure is to be used, in addition to, Sonic HealthPlus organisations [Terms and Conditions](#).

2.0 Scope

This policy and procedure is for the Sonic HealthPlus, Registered Training Organisation (RTO Code 51535) and includes:

- All Corporate Clients
- All VET courses, and
- All RTO operations.

This policy excludes SHP employees who are engaged in VET and non-accredited courses as individual SHP employees are not charged a fee for the services. See SHP's [Training and Professional Development Policy](#) for further information.

This policy also excludes non-accredited courses delivered by SHP Training or other departments. See SHP [Terms and Conditions](#), for further information.

3.0 Responsibilities

It is the RTO Coordinators role and responsibility to:

- Monitor SHP's terms and conditions, and if needed align the RTOs practices and processes and practices.
- Ensure the implementation of this policy by RTO staff.

4.0 Definitions

Corporate Client	Means the entity to which the services are provided under an agreement with the RTO.
Services	Means the training and/or assessments activities delivered by the RTO to the corporate client.
Service Fees	Means service fees charged by the RTO for provision of the services.
RTO	Registered Training Organisation.
SHP	Means Sonic HealthPlus Pty Limited (ABN 39 100 261 265).
Training	Is the process used by Sonic HealthPlus RTO 51535 to facilitate learning and the acquisition of competencies for a training product.
Training Product	Is a nationally recognised unit of competency, or accredited course, skill set, or qualification.
VET	Vocational Education and Training.

5.0 Legislative Context

This policy and procedure reflects the following legislations, regulations, standards, and/or guidelines:

- Standards for Registered Training Organisations (RTO's) 2015; Standard 7 and 5 and specifically Clauses 5.2 and 5.3, and
- National Vocational Education and Training Regulator Act 2011.

6.0 Fees

Fees

The corporate client must pay any service fees in respect of RTO to SHP, unless otherwise agreed in writing. These service fees are exclusive of GST.

The RTO has nominated SHP to invoice and collect all service fees payable by the corporate client for training and/or assessment. Unless otherwise agreed in writing, SHP will charge the corporate client the rates nominated in the agreed proposal.

Invoicing and GST

SHP will issue corporate clients with a valid tax invoice for the services provided (plus applicable GST). If the corporate client requires a purchase order or reference number (or similar) in respect to those services, it must advise the RTO of that number in advance, at the time of confirming services.

Payment Terms

The corporate client must pay SHPs' invoices within 30 days of the invoice issue date using the payment method advised by SHP. If the corporate client disputes any part of the invoice, it must pay the undisputed part within 30 days of the invoice date, and any disputed parts agreed or determined as due no more than 5 days after settlement of the dispute.

For credit facility information, please see [SHP Terms and Conditions](#), Credit Facility.

For debt recovery information, please see [SHP Terms and Conditions](#), Debt Recovery.

Review of service fees

The RTO and/or SHP may review service fees each year, and at any time by giving the corporate client no less than 30 days' notice.

7.0 Cancellations and Refunds

If corporate clients cancelled services, the following refund conditions apply:

- An 80% refund for cancellations of 8 or more working days prior to the service. (20% charge for administration fee for processing and cancelling the student enrolments)
- A 40% refund for cancellation of 2 - 8 days prior to the service date
- No refund for less than 2 days prior to the service date.

8.0 Related Documents

[Sonic HealthPlus Terms and Conditions](#)