

# Fees, Charges and Refund Policy



## Fees payable – Fee for Service Training

Fees become payable upon enrolment into a course with National Joblink. Learners are required to pay the initial payment prior to the commencement of training or within ten (10) calendar days of the invoice issue date, whichever occurs first, unless an alternative payment arrangement has been formally agreed in writing.

National Joblink reserves the right to suspend or discontinue training and assessment services where fees are not paid in accordance with the agreed payment terms. Suspension or cancellation of training due to non-payment does not remove the learner's obligation to pay any outstanding fees incurred up to the date of suspension or withdrawal.

A current schedule of fees and charges is available upon request and forms part of National Joblink's Fees and Charges Policy.

Detailed information about course fees, payment options, and any applicable additional charges is provided in the Course Fact Sheets for each program and is discussed with learners prior to enrolment to ensure informed consent.

Learners are encouraged to consult with a National Joblink course adviser for further information or clarification regarding fees, payment arrangements, or financial obligations before confirming enrolment.

## NJL Fees and Charges

Description	Cost
Replacement of Statement of Attainment/Certificate	\$50
Credit Transfer	Nil
RPL Application fee	\$220
RPL (per unit fee)	\$250
Course fees	Refer to Fact Sheet

### Payment methods include:

- Bank transfer (details provided on tax invoice)

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## Statutory cooling off period

Potential learners who are considering enrolment into our qualification training programs have the right to a statutory cooling off period. A statutory cooling off period (which is 10 days) is a period provided to a consumer to allow them to withdraw from a consumer agreement. For learners who enrol into our short courses, will not have the cooling off period due to the duration of the short course.

## Refunds

Learners will receive a full refund of fees paid, and there will be no administration charge if the course is cancelled by National Joblink.

Learners, who give notice to cancel their enrolment at least 10 business days prior to the commencement of a program, will be entitled to a full refund of fees paid.

For individual fee payment arrangements cancelled after 10 days, involving an enrolment fee followed by several monthly payments, a full refund of the enrolment fee and resources fee (less an administration fee of \$100) will apply if learners withdraw before the first training session takes place and resource materials are returned unopened.

For fee payment arrangements involving an enrolment fee followed by several monthly payments, refunds do not apply if a learner withdraws for any reason after training has commenced. Learners are strongly advised to consider their work and/or personal commitments before enrolling to avoid this situation occurring.

## Course completion guarantee

Once a learner has commenced study in their enrolled course, National Joblink commits to delivering and completing the training and/or assessment in accordance with the agreed training and assessment strategy and within the published estimated course duration, subject to the learner meeting participation and assessment requirements.

Where a learner is unable to complete the course within the expected timeframe due to illness or other legitimate extenuating circumstances, National Joblink will work with the learner to negotiate a reasonable variation to the course completion timeline. Legitimate extenuating circumstances may include, but are not limited to, medical conditions, injury, family or carer responsibilities, or other circumstances beyond the learner's control.

Any agreed variation to the training or assessment schedule will be:

- Documented and approved by National Joblink
- Consistent with funding body requirements, where applicable
- Designed to support successful course completion without disadvantage to the learner

This commitment does not remove the learner's obligation to actively participate in training, maintain contact with National Joblink, and comply with assessment

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requirements. Extensions or revised timeframes may not be available where non-completion results from lack of engagement or failure to meet course requirements without reasonable cause.

National Joblink ensures that all arrangements relating to course duration, extensions, and completion outcomes are transparent, fair, and support learner progression and the integrity of training delivery.

## Funded Training

National Joblink complies with all applicable Commonwealth and State/Territory Government funding contracts, subsidy guidelines, and policy requirements relating to the delivery of government-funded training.

National Joblink ensures that learners are provided with clear, accurate, and timely information prior to enrolment about all conditions associated with accessing funded training. This includes, but is not limited to:

- Eligibility requirements for government-subsidised training
- Any limitations on accessing further funded training following completion of a subsidised course
- Restrictions related to prior qualifications, funding history, residency, or employment status
- Applicable training subsidy fee co-contribution amounts payable by the learner
- Conditions under which concession fees may apply and the evidence required to support concession eligibility

Learners acknowledge that, depending on the funding program and jurisdiction, access to government-funded training may be limited, including restrictions on undertaking additional subsidised qualifications after completing a funded course at the same or higher level.

National Joblink applies government-mandated learner fee co-contribution arrangements strictly in accordance with relevant funding contracts. Where a learner is eligible for a concession, the reduced fee is applied in line with government policy, subject to verification of eligibility.

All funded training fees, co-contributions, concessions, and conditions are documented, communicated prior to enrolment, and retained as evidence of compliance with funding body requirements and the RTO Standards 2025.