



Hand Brake Turn

FEES, CHARGES AND REFUNDS POLICY



1 Policy statement

Concern Australia is committed to acting with fairness and transparency and will provide all prospective learners with clear details of its fees, charges and the circumstances under which it will provide a full or partial refund.

2 Scope

This policy and any related procedures apply to the operation of the Hand Brake Turn program.

3 Definitions

Administration fee	The fee charged for processing enrolment applications.
Materials fee	The cost of manuals, resources, consumables and/or other materials required by a course.
Tuition fee	The fee charged for the delivery of training and assessment (reduced by government subsidy amount for those eligible).
Course fee	The full fee charged for a course, inclusive of administration fee, tuition fee and materials fee.
Concession	<p>The maximum fee which a holder of a recognised concession card may be charged.</p> <p>Recognised concession cards include:</p> <ul style="list-style-type: none">a) Health Care Cardb) Pensioner Concession Cardc) Veteran's Gold Card <p>The concessions provided for in a) and b) above also apply to a dependant spouse or dependant child of a card holder.</p>
ACFE Eligibility	A learner who is eligible for a funded place in pre-accredited training delivered under an ACFE contract. Indigenous learners receive an additional subsidy.



4 Responsibilities

Learner (or referring service)	Provide payment by due date in order to secure a place on course. Provide true and correct information and evidence of requested documents where required. Withdraw in writing.
Hand Brake Turn Manager	Provide a Statement of Fees. Confirm invoices with Finance team. Approve refunds and notify Finance team
Finance team	Send invoices. Process approved refunds.

5 Fees and charges

All fees and charges are published on the Concern Australia website. Published fees include full course fees, any concession rates or government subsidies that may apply.

Prior to enrolment, Hand Brake Turn will provide fee information to potential learners in a *Statement of Fees*.

Course fees comprise the following components:

Administrative fees - cover the cost of the enrolment process. These fees are non-refundable if a learner withdraws from the course.

Tuition fees – cover the cost of training and assessment

Materials fees – cover the cost of manuals, resources, consumables and/or other materials required by a course.

5.1 Concession

Concessions will be applied as indicated in the *Statement of Fees* with appropriate evidence.

5.2 Government subsidies

Government subsidies may be available for eligible learners. In such a case, the total course fee comprises:

- fee charged to the learner
- balance paid by the government

Subsidies are conditional on:

- meeting the eligibility requirements (as detailed in the *Statement of Fees*)
- providing the required documentation (documents must be sighted but are not retained)
- signing the Eligibility Form



5.3 Payment of fees

All fees are to be paid in Australian dollars x days prior to the course start date in order to secure a place.

6 Refunds

Hand Brake Turn may provide refunds under specific circumstances as detailed below:

Circumstances	Entitlement
Hand Brake Turn cancels a course before it commences.	Full refund OR enrolment in a future course
Hand Brake Turn cancels a course before its expected end date.	<i>Pro-rata</i> refund for undelivered portion of the course OR completion of tuition in a future course
Hand Brake Turn defers a course start date and the new date is not acceptable to the learner.	Full refund OR enrolment in a future course
Learner withdraws from the course in writing up to 14 business days prior to course start date.	Full refund less administration fee OR enrolment in a future course
Learner withdraws from the course in writing, less than 14 business days prior to course start date.	No refund. Enrolment in a future course
Learner starts the course, completes any term of tuition, then withdraws.	No refund. Completion of tuition in a future course negotiated
Learner unable to attend due to extenuating circumstances (eg illness, injury, personal or family situation). Satisfactory evidence must be provided in support.	Refund may be provided at the discretion of the Hand Brake Turn Manager on a case-by-case basis, taking into consideration the amount of the course completed.

6.1 Refund applications

Applications for a refund must be made in writing to the Hand Brake Turn Manager stating the reasons and the relevant details and supported by documentation where appropriate.

All refunds must be approved the Hand Brake Turn Manager.

6.2 Refund payments

Payments of refunds will be made within 14 business days of approved refund request from Hand Brake Turn Manager submitted to the Finance team.



7 Complaints and appeals

Concern Australia’s *Complaints Policy* details the ways in which complaints may be made and how these will be handled. This policy can be found on the Concern Australia website.

Version control

Issue date	Version	Author	Reviewer/Approver	Description of Changes
Dec 2024	2.0	M Wells	B Twyman/ A Greenwood/ G Wardan	Policy significantly rewritten

Related documents

Relevant legislation/standards	Associated policies/forms
<i>Education and Training Reform Act 2006 (Vic)</i> <i>Australian Consumer Law and Fair-Trading Act 2012 (Vic)</i> <i>ACFE Board – 2025 Training Delivery Guidelines</i>	Statement of Fees Learner Handbook Complaints Policy Privacy Policy