

Purpose

The purpose of this policy is to ensure SGS Academy provides learners and potential learners with all information in relation to all applicable fees, charges and refunds.

Scope

This policy applies to fees, charges and refunds that relate to SGS Academy's provision of training and assessment services. This policy is used in conjunction with and does not negate or restrict our legal Terms and Conditions.

Policy

SGS Academy will make every effort to ensure potential clients and learners are made aware of its fees, charges, refund arrangements, and terms and conditions before accepting an enrolment for a qualification or course.

Notification of fees and charges prior to commencement

SGS Academy will advise each learner of any fees, resource costs, incidental expenses and other charges that may apply to the course before the learner enrolls. In the instance where an employer is paying for an employee's enrolment, SGS Academy will also provide this information to the employer.

Course fees are outlined either on our website or can be quoted upon enquiry for day rates, onsite training requests or group discounts.

Payment of fees and charges

Course fees must be paid in full by the learner or their employer prior to the commencement of a course otherwise the learner may not be able to participate. If the employer holds a pre-approved account and is booking and paying for an employee's enrolment using a Purchase Order, they must pay the full invoice amount within 30 day term on the invoice.

All nationally accredited courses and units of competency delivered by SGS Academy are GST-Free in accordance with the legislation: A New Tax System (Goods and Services Tax) Act 1999, Subdivision 38-C Education. Non-accredited training and re-issuing fees must have GST applied to the fee.

Fee schedules are maintained and updated regularly on our website learning.sgs.com/au.

Credit Transfer and Recognition of Prior Learning Fees

Credit Transfer – There is no fee to submit a Credit Transfer if the Unit of Competency is equivalent to the Unit of Competency on SGS Academy's scope of registration. If the Unit of Competency is not equivalent, the learner can apply for RPL.

Recognition of Prior Learning (RPL) – RPL fees are outlined in the Learner Handbook located on the website learning.sgs.com/au. If gap training is required after the assessment of the RPL, a quote is given for the gap training required.

Repeating Assessments ('Not yet competent', or 'Not yet satisfactory' results)

Learners are able to attempt an assessment to complete a Unit of Competency on two occasions within their initial learner course fee. If the learner cannot successfully complete the course after the two attempts, they will be requested to re-enrol into the course and pay the full course fees for the re-enrolment.

Re-issuing of Statements of Attainment, Certificate of Attendance and cards

Learners who require a replacement of their Statement of Attainment, Certificate of Attendance or card following their first issue will incur a fee for the reissue. Reissue fees are outlined in the Learner Handbook located on the website learning.sgs.com/au.

Learners must contact SGS Academy and request a Replacement Certificate and Card Request Form. This form needs to be completed to authorise the reissue prior to reissuing a Statement of Attainment or card.

Fee Protection (Nationally Accredited Courses Only)

SGS Academy does not collect more than \$1,500.00 in prepaid fees from any learner who is paying for a nationally accredited course themselves. Therefore, SGS Academy does not necessitate the implementation of fee protection arrangements. This section does not include or apply to employers paying for fees on their employees' behalf.

Refunds

Virtual Instructor Lead, e-Learning and Classroom Courses:

SGS Academy will refund all or part of a learner's course fees under the following conditions within 14 days:

- If SGS Academy cancels a course for any reason and/or where the commencement of the course is postponed for more than four weeks
- A course has low enrolment numbers and must be cancelled or rescheduled (SGS Academy is not liable to a learner for such cancellations or rescheduling except to refund course fees already paid by the learner or employer)
- Where the learner's application for enrolment is refused by SGS Academy
- The learner contacts SGS Academy in writing about the cancellation prior the cut-off dates listed below:

Course Type	Cancellation/Transfer cut-off date
Safety Training Courses	2 Business days prior to the course commencement date and time.
HACCP, Food and ISO courses	10 Business days prior to the course commencement date and time.
e-Learning (Self-paced courses)	No refunds

Please note: Special considerations may be made for extreme reasons beyond the learner's control preventing them from attending the program, including natural disasters, acts of Government authorities, epidemics or pandemics, civil strikes, and riots.

On-site (in-house) Courses:

Any cancellation or postponement of training shall be made in writing. If the customer wishes to cancel training or transfer for a later scheduled course the following fees shall be due or will be deducted from payments already received (as the case may be). NO fees will be due if a substitute attendee is identified.

In the case of postponements, alternative arrangements will be by agreement between both parties. SGS Australia Pty Ltd reserves the right to cancel a course at any time in circumstances beyond our control and without liability.

Days' notice of cancellation/transfer prior to the commencement of training services	% of fee to pay
20 business days plus	0%
19-5 business days	50%
4 business days or less	100%

Non-Refundable Circumstances

SGS Academy will not usually refund course fees where the learner requests the refund because of non-attendance. 100% of the course fee will apply for learners who do not turn up for a course that they have enrolled in.

Where a learner attends a course but does not complete the course due to:

- Failing two attempts of their assessment
- Changed employment or work hours
- Relocation or moving out of the area
- Redundancy
- Illness or injury

The learner will be able to sit the missing days/assessments at a later date (within the next 6 months) at no charge.

e-Learning courses

The purchase of any Self-Paced eLearning courses are final and refunds will not be provided where you have:

- changed your mind,
- found it cheaper somewhere else,
- decided you did not like the purchase, or,
- have no use for it.

Refunds will only be provided by SGS Academy where:

- a person has been unable to complete their e-Learning course due to the unavailability of SGS Academy's e-Learning services, and,
- SGS Academy, or sub-provider has failed to maintain services.

Recovery of outstanding learner fees

The failure to pay a fee owing by a learner or client is considered to be a breach of our Terms and Conditions. This breach may be considered with the delay in release of the learner's Statement of Attainment. If an account client does not pay the invoice within the 30-day term, a 2% per month interest is applied until the invoice is paid in full. The full Terms and Conditions are available on the website learning.sgs.com/au.

For significant debts, formal debt collection or legal action may also be undertaken.

Learner's rights to complain and appeal decisions

If a learner or client is not satisfied with SGS Academy's decision about fees or refunds, the learner/client may make a formal complaint or appeal using the Complaints and Appeals Form. The Complaints and Appeals Form and its associated Policy and Procedure are located on our website learning.sgs.com/au.

This policy will be reviewed annually or following any legislative or organisational changes.

REVISION RECORD		
Revision:	Date:	Changes since last issue:
3.0	12/11/2025	Added in-house/on-site course cancellation information
2.1	01/07/2025	Update of SGS Academy from SGS Australia. Policy scope changed to be inclusive of all Academy courses.
2.0	17/04/2023	Addition of: ▪ evidence required for special circumstances for refund in 48 hours prior to course ▪ e-Learning course refund terms ▪ Cut off dates for refunds and course transfers for each course type
1.0	14/04/2020	Initial issue