



# Service Fees, Payments and Refund Policy and Procedure

Document Type	Policy and Procedure
Standards for Registered Training Organisations 2025	<p><b>Quality Area 2: Student Support Information</b></p> <p><i>Standard 2.1: VET students have access to clear and accurate information concerning the organisation, the relevant training product, and students are made aware of any changes that may affect them.</i></p>
Skills Assure Supplier Audit Evidence Requirements (Career Start Program)	<p><b>Supplier Governance and Internal Controls (Fees)</b></p> <p><b>Co-contribution Fees (Collection of Co-contribution Fees/ Co-contribution Fee Exemptions / Full Co-contribution Fee Exemptions / Refunds)</b></p> <p>AVETMISS Reporting Requirements</p>
Skills Assure Supplier Policy (2025-2028)	<p><b>Clause 2: Performance Standards</b></p> <p><b>Performance Standard 1:</b> <i>Provide information before enrolment to inform and protect prospective students</i></p> <p><b>Clause 8:</b> <i>Appendix 1: Fee Conditions</i></p>
Trade Skills Assessment and Gap Training Program Policy (2021-25)	Other Information (Page 2)
VET for Secondary Schools Northern Territory (VETfSS) 2025	VETfSS Training Contract Clause 3.1, 3.2, 3.3 and 3.4
The Crown in Right of Tasmania represented by the Department of State Growth User Choice (Skills Tasmania) 2025	<p><b>Tasmania Governments: Registered Training Organisation (RTO) Grant Recipient Standard Conditions Manual Version D23/226777/2 - December 2024</b></p> <p>Clause 6, Clause 7, Clause 8.3</p>
Legislation	<p>Competition and Consumer Act 2010</p> <p>National Vocational Education and Training Regulator Act 2011</p> <p>Privacy and Data Protection Act 2014</p>
Version	V14.0 25072025
Revision Date	30 Sep 2025

## Service Fees, Payments and Refund Policy and Procedure

Work Skills has a systematic process for enrolling students and informing students of any fees, additional charges, cancellation and refunds.

### Co-Contribution Fee

#### 1. Career Start Program: Apprenticeship and Traineeship Pathway

##### 1.1 Full Co-Contribution fee

Throughout the Work Skills enrolment process the prospective student is provided with information on course outline, course fees, payment method options, training delivery methods, travel costs, cancellation and refunds.

As part of Work Skills' Skills Assure Supplier (SAS) Agreement with the Department of Trade, Employment and Training for the delivery of funded programs, Work Skills is required to charge students, participating in Certificate II level qualifications or above, co-contribution fees.

These are charged at \$1.60 per nominal hour (Apprenticeship/ Traineeship Pathway). Some students may be eligible for a discount if they meet certain criteria\*.

*Please refer to clause 1.2 Partial Fee Exemption of this Policy and Procedure for details of these exemption groups.*

**Please note:** Students are exempt from co-contribution fees while participating in a School Based Apprenticeship/Traineeship and do not incur these fees. (Clause - 1.3 Full Fee Exemption)

Co-contribution fees will be invoiced upon completion of each unit. Payment for these invoices can be made via Cheque, Credit Card, or via a direct debit arrangement, the minimum weekly deduction amount being \$9.00 per week.

At the time of writing, the Co-contribution fee is calculated at \$1.60 per nominal hour for each Unit of Competency delivered. Below is an example of costing and how it is calculated.

##### Example on how Contribution Fees will be calculated for an Apprentice:

An Apprentice completing an Apprenticeship in Automotive, undertaking AUR31020 Certificate III in Automotive Sales, completes a unit of competency, such as 'AURSCA106 Promote automotive products and services,' which has a nominal hours completion time of 20 hours. Therefore, the co-contribution fee for the unit will be calculated as 20 hours x \$1.60 = \$32.00.

The entire Apprenticeship has an approximate total nominal hours of 787 hours x \$1.60 = \$1,259.20. This amount is divided by the expected number of months it takes to complete the qualification. For this qualification, the nominal term may be 36 months. Therefore, the cost would be approximately \$35 a month/\$420 per year.

##### 1.2 Partial Fee Exemption (Apprenticeship and Traineeship Pathway)

Work Skills, as the Skills Assure Supplier, must charge **only** 40 per cent of the Co-contribution fee where the apprentice or trainee falls into one of the following categories:

- a. Was or will be under 17 years of age at the end of February in the year in which the SAS provides training, and is not at school and has not completed year 12;
- b. Holds a Health Care, Veteran or Pensioner Concession Card issued under Commonwealth law, or is the partner or a dependant of a person who holds such a card and is named on the card;
- c. Holds an official form issued under Commonwealth law confirming that the individual, their partner or the person of whom they are a dependant, is entitled to concessions under a Health Care, Veteran or Pensioner Concession Card;

- d. Identifies as Aboriginal or Torres Strait Islander.

### 1.3 Full Fee Exemption:

Work Skills as a SAS must apply a full Co-contribution fee exemption where the apprentice or trainee falls into one of the following categories:

- Undertaking a Qualification as part of the Skilling Queenslanders for Work or SQW – Work Skills Traineeship program; *(not applicable for Work Skills)*
- School-based apprenticeship or traineeship.  
*(Please Note: When the individual converts from a school-based apprenticeship or traineeship (SAT) to a full-time or part-time apprenticeship or traineeship, Co-contribution fees must be charged for training and assessment for any units of competency not yet commenced. This does not apply to Free Apprenticeships for under 25s.)*
- Specific fee-free training programs as announced by the Queensland Government.
- Foundation skills – this training is fee-free.
- where credit transfer/national recognition has been applied to a unit of competency/module.
- Where payment would cause **extreme financial hardship**, the SAS may also waive the Co-contribution fee.
  - i) A Co-contribution fee waiver process should be in place at the time of enrolment.
  - ii) The SAS must also have a reasonable internal process to manage appeals regarding Co-contribution fee waiver decisions.

### Financial Hardship Exemption from co-contribution fee

As detailed within the Skills Assure Policy, apprentices/trainees may apply for a full exemption of Co-contribution Fees where payment of these fees would cause extreme financial hardship.

To apply for this exemption the student must complete and submit the Application for exemption from Co-contribution Fees due to financial hardship (Apprenticeship and Traineeship Pathway students only)

[Application for exemption from co-contribution fees due to financial hardship \(Career Start Program-Apprenticeship and Traineeship Pathway students only\)](#)

Where a student presents evidence that the payment of the co-contribution fee would cause such extreme financial hardship, Work Skills will discuss options with the learner and decisions will be made on an individual, case-by-case, basis. Work Skills, as the Skills Assure Supplier, must retain information regarding the evidence supplied by the apprentice/trainee to substantiate an application for financial hardship.

**Possible outcomes may include: -**

A payment plan, negotiated with the learner, that lessens the impact on the apprentice/trainee having to pay the entire co-contribution fee as a lump sum and instead allows them to provide some contribution towards their eligible qualification. The minimum weekly deduction amount for such a Payment Plan being \$9.00 per week.

In some cases, Work Skills may grant full exemption of the co-contribution fees.

**1.4 Free Apprenticeships for under 25s**

Work Skills as a SAS must not charge a fee to any individual who is eligible for a Government subsidy under the Free Apprenticeships for Under 25s initiative. The Department will cover the Co-contribution fee.

The Skills Assure Supplier must retain evidence of a student's eligibility for free apprenticeships.

All courses have information brochures available at [www.workskills.com.au](http://www.workskills.com.au).

**2. The Trade Skills Assessment and Gap Training (TSAGT) Program:**

This program gives eligible Queenslanders with substantial industry experience an opportunity to complete a priority trade qualification. A co-contribution fee is required by the Queensland Government's VET Investment Framework, in recognition that the benefits of training are shared between individuals, industry and the broader community. Participants in this program will be required to contribute to the cost of their gap training at the rate of \$1.60 per nominal hour or, where eligible, at the concessional rate of \$0.64 per nominal hour.

No participant cohorts are exempt from paying fees for this Program.

**Example on how Contribution Fees will be calculated for a student under the TSAGT Program:**

The Program involves assessing the skills of experienced individuals, who can demonstrate substantial competency in a priority trade qualification, through Recognition of Prior Learning (RPL), whilst providing gap training in no more than 40 percent of the funded units of competency required to complete the trade qualification.

A student completing a qualification under the TSAGT Program completes a unit of competency, such as 'AURAEA002 Follow environmental and sustainability best practice in an automotive workplace,' which has a nominal hour completion time of 25 hours. The contribution fees for the unit will be calculated as 25 hours x \$1.60 = \$40.00.

Therefore, the cost would be \$40.00 for the qualification.

**3. General Training Program**

This program supports eligible individuals to complete their first post-school Certificate level III qualification. Under this Program, the Queensland Government provides a subsidy for a range of Certificate III level qualifications. Foundation skills training and lower level vocational qualifications may also be subsidised in certain limited circumstances.

Given the benefits of training, including improved job opportunities and higher earnings, students enrolled in certificate III qualifications and skill sets, and non-concessional students in lower-level qualifications, are required to contribute to the cost of training through a co-contribution (student) fee.

To access concessional and non-concessional rates go to:

<https://workskills.com.au/government-funding/General-Training/>

### **Example on how Contribution Fees will be calculated for a student under the General Training - Career Start Program:**

A student completing a qualification, such as BSB30120 Certificate III in Business, under the General Training (Career Start Program) will be charged a Co-Contribution Fee of \$133.00 per unit. The qualification requires the completion of 13 units, so 13 units x \$133 = \$1729.00 [non-concessional student pricing]

The remainder of the qualification is subsidised by the Queensland Government.

**3.1 Concessional Status (General Training- Career Start Program):** Work Skills will offer Concessional pricing where the student falls under any of the following categories:

#### **3.1a Concessional student status applies when:**

Concessional student status applies when the student falls into one of the following categories:

- Holds a Health Care, Veteran or Pensioner Concession Card issued under Commonwealth law, or is the partner or a dependant of a person who holds such a card and is named on the card.
- Holds an official form issued under Commonwealth law confirming that they, their partner, or the person of whom they are a dependant is entitled to concessions under a Health Care, Veteran or Pensioner Concession Card.
- Identifies as Aboriginal or Torres Strait Islander.
- Has a disability.
- Is an adult prisoner.

The fee may be paid on behalf of the student by a third party unrelated to the SAS, but cannot be paid or waived by the SAS (whether directly or indirectly), unless approved in writing by the department. The fee amount is decided by Work Skills.

#### **3.1b Full Fee Exemption:**

The SAS must apply a full Co-contribution fee exemption where the student falls into one of the following categories:

- Skilling Queenslanders for Work or SQW participants – this training is provided fee-free to Students with any additional costs met through SQW funding; (*not applicable for Work Skills*)
- Specific fee-free training programs as announced by the Queensland Government.
- Foundation skills – this training is fee-free.
- Lower-level vocational Qualifications for concessional Students – this training can be provided fee-free to Students, as determined by the SAS.

Students who wish to appeal any decision can do so via our Complaints and Appeals Handling Process, as outlined in the Work Skills Learner Handbook.

**Special Note:** Work Skills as a SAS cannot request or demand more than 30% of the total Co-contribution fee cost upfront.

#### 4. Procedure

Once a decision is made by a student to proceed, the following steps are implemented:

1. The Work Skills team sends the Welcome to Work Skills email to the student prior to enrolment providing them with the Learner Handbook and other relevant policies, which includes information on policies for refunds and complaints and appeals etc. and the USI Privacy Notice and NCVET Privacy Notice.

2. The Work Skills team sends an electronic Tuition Fee Agreement (TFA). The Tuition Fee Agreement outlines all the conditions, fees, additional costs and payment methods.

The Tuition Fee Agreement is sent to the student's nominated email and is signed using the digital signature service provider [PleaseSign](#).

**Please Note:** for "Fee for Service" students there is a \$500 non-refundable administration fee to be paid upon enrolment. This will be detailed on the Tuition Fee Agreement.

3. Work Skills offer each student the option of a payment plan, applicable only to the payment of co-contribution fees.

The student selects the frequency, payment amount, date of commencement and provides bank details for Direct Debit payments to be set up by Work Skills.

Upon completion of each unit, an invoice is sent with payment due within seven (7) days. Alternatively, terms can be negotiated on a case-by-case basis and is set out in the Tuition Fee Agreement.

If the fees outstanding, for Fee for Service Arrangement training, reach in excess of \$300, the student will be contacted to pay arrears, and training may be suspended until:

- outstanding invoices are up to date
- or
- a payment plan has been agreed to by both parties and has commenced according to the agreed terms

Should the account remain in arrears for a period longer than 60 days, the matter may be referred to a collection agency.

4. Once Work Skills has received the signed Tuition Fee Agreement, an invoice is sent to the student, if and as applicable, relating to any nominated costs in the Tuition Fee Agreement, such as the \$500 non-refundable administration fee for "Fee for Service" or "additional charges" such as travel cost as an example.

5. Once deposit invoices are paid, (if applicable), Work Skills will contact the student and arrange an appointment to complete the enrolment process and commence training.

Additional Charges may be requested from the Employer/Industry (or in the case of Fee for Service, the individual) to cover the expenses of travel (flights/accommodation/car rental charges, allowances etc.) and may be applicable if located more than 100km from Brisbane GPO.

Additional charges will be at cost and are calculated based on each individual Employer/Industry and their location.

It is Work Skills' policy to ensure that all costs are kept to a minimum and you will be notified of these, if applicable, before enrolment in any training or assessment, course or qualification and will form part of our Tuition Fee Agreement, which will be signed by all parties before enrolment or starting of any training that leads to a qualification or statement of attainment.

### **Collection of more than \$1500 in pre-paid fees**

Work Skills does not collect more than \$1500 in prepaid fees from any prospective or current learner.

## **5. Refunds**

A monetary refund may be applicable when a student or employer has paid fees in advance for any training and/or assessment (including Recognition of Prior Learning) that has not been started. Not started means units in which the student has not yet been enrolled.

As part of the Skills Assure Supplier Agreement, including **General Training Pathway** (Career Start Program) and TSAGT Program, Work Skills are expected to refund/partially refund whichever is applicable.

- **Full refund** - where training has not commenced at the time of enrolment cancellation;
- **Proportionate Refund** - where a student withdraws from a Unit of competency/Module.

Any travel expenses incurred by Work Skills or Gap Fees paid are ineligible for a refund at any time after they have been paid.

In instances where a student may be entitled to a refund and a refund is applicable because of, for example, the agreed payment plan went into credit, a refund will be provided within thirty (30) days of cancellation or completion, to the bank account nominated in the TFA. This allows time for the file to be audited, ensuring accuracy of the refund received by the student.

Work Skills conduct a financial audit on completion or cancellation of students, to ensure fees and charges have been invoiced correctly, inline with the Tuition Fee Agreement. Where discrepancies are identified, such as a student making an overpayment, the student is contacted immediately to inform them and to obtain the bank account details into which the refund will be paid. In these circumstances a refund is issued no later than 30 days after the discrepancy was identified.

Should a course cease due to unexpected circumstances experienced by Work Skills, a refund will be provided for any incomplete unit/s in which the student is enrolled.

## **6. Withdrawal without penalty- (Fee for Service)**

A student may withdraw without penalty within the cooling off period date being 48 hours after the tuition fee agreement has been signed. If withdrawal occurs outside the 48 hours cooling off period, 100% of Administration Fee will be forfeited by the student.

<b>Refund Arrangements</b>	
Work Skills is unable to commence the course for which the original enrolment and payment has been made.	Full refund of course tuition fees levied or placement in an appropriate alternate course, as per the clients' preference. <i>Note: Administration fee is refundable</i>
Student withdrawal before course commencement and/or the 'withdrawal with no penalty cooling off period date'  <i>The 'withdrawal within cooling off period date (48 hours before tuition fee agreement signed) If withdrawal occurs within 48 hours, 100% of Administration Fee will be forfeited.</i>  <i>Students are advised that written or verbal advice (such as email) of course withdrawal is necessary to ensure that they are eligible for refunds.</i>	Full refund of course tuition fees paid.  <i>Note: In cases for subsidised Students in specific jurisdictions where a mandatory government enrolment fee is required, these fees are non-refundable once the course services have commenced.</i>
Recognition of Prior Learning and/or Credit Transfer has been granted.	Pro-rata refund is paid based on a calculation of the number of units that have received RPL or Credit Transfer results and the course tuition fees paid to date.  <i>Note: Administration fee is non-refundable</i>
Work Skills is unable to continue to deliver the course as agreed.	Pro rata refund of unit tuition fees levied for units of competency not completed, or placement in an appropriate alternate course, as per the clients' preference.  <i>Note: Administration fee is non-refundable</i>
Student withdrawal after unit commencement beyond the 'withdrawal within cooling off period date.'  <i>The 'withdrawal within cooling off period date (48 hours before tuition fee agreement signed) If withdrawal occurs within 48 hours, 100% of Administration Fee will be forfeited.</i>	No refund payable for units of competency beyond the 'withdrawal within cooling off period date.'  <i>Note: Administration fee is non-refundable</i>

## **7. Fee for Service Training - Course Extension Requests**

Course extension requests will be considered on a student-by-student basis and will incur the following fees:-

1 month extension will incur a course extension fee of \$125

3 months' extension will incur a course extension fee of \$250

6 months' extension will incur a course extension fee of \$400

To request a course extension, you must email [info@workskills.com.au](mailto:info@workskills.com.au) with a formal request outlining the reasons for the extension and specifying the length of the extension

Documents relating to this policy and procedure

- Free Apprenticeships for under 25s Eligibility Process
- Learner Handbook
- Sign Up and Enrolment Process

## **8. Student Support Services Fees**

If any specific student support options available attract an additional cost, Work Skills makes this clear during the pre-enrolment information and as part of the Tuition Fee Agreement. Work Skills ensures support provided is reasonable and accessible, with clear and accurate information on these items is included in the Work Skills Student Support Services Directory located on our website.

## **9. Student Incidental Fee Schedule**

Work Skills publishes on its website any additional costs that a Student will or may incur and ensures that Students are aware of these costs prior to enrolment.

## **10. Government Loan, Funding, Subsidy and Support Entitlements**

Work Skills ensures each Student is made aware of how undertaking training and assessment will impact their access to further government funded training. This includes ensuring that students are aware of any Government funding entitlements that may reduce their ability to access such funding in the future (such as arrangements that limit funding to one qualification for a person).

## **11. VET for Secondary Schools (VETfSS) (Northern Territory)**

Appropriation of the Grant Funds by the Northern Territory Legislative Assembly. The Department will pay EC Training Pty Ltd T/A Work Skills the Grant Funds on the terms set out in the contract agreement.

The Department will pay the Grant Funds to Work Skills in the instalments set out in the Funding Schedule within the contract agreement.

The Department is not required to make payments in accordance with clause 3.2 if, in the opinion of the Department, Work Skills has, or is likely in the future to:

- Fail to comply with any requirements of the Standards for NVR Registered Training Organisations
- Fail to deliver any part of the Services
- Change any part of the Services in a significant way without the prior written approval of the Department
- Expend any of the Grant Funds for a purpose other than the Services
- Fail to achieve any Target Annual Hour Curriculum (AHC) (one hour training delivered by the RTO to one student)
- Otherwise be in default of any obligation under the Contract

The Department may withhold a payment of the Grant Funds under clause 3.2 in whole or in part until Work Skills has performed the obligation to which the payment relates

## **12. Apprentice and Trainee Training Fund (ATTF) - Skills Tasmania**

*The Crown in Right of Tasmania represented by Department of State Growth (Skills Tasmania)*

### **12.a Training Apprentices and Trainees**

If the Work Skills Agreed Budget provides that all or part of the Grant is to be applied to a Qualification it cannot be used for a Skill Set.

Work Skills delivers Subsidised Training to eligible learners who are apprentices or trainees, Work Skills will develop and maintain, for each apprentice or trainee, an active Training Plan. Work Skills will ensure that the Training Plans are regularly reviewed and updated to reflect:

The minimum requirements for training plans required by the Tasmanian Traineeships and Apprenticeships Committee pursuant to Section 20 of the Act;

Expectations around communication between Work Skills, each eligible learner who is an apprentice/trainee and their employer; and

The impact on training delivery in an event of a calculation, suspension or transfer of training contracts.

### **12.b Contributions**

#### **Employer Contributions:**

In recognition of the private benefit of training, some employers may be required to contribute to training costs under some of the Grantor's Program. These are referred to in the Grant Deed as Employer Contributions. Work Skills Grant Deed does not currently outline Employer Contributions.

#### **Eligible Learner Contributions**

##### **When required**

In recognition of the private benefits of training, eligible learners' contributions may be prescribed under some programs. If this is the case, it will be clearly stated in the relevant Program Guidelines and the amount of these contributions will be set out in the Agreed Budget.

##### **Eligible Learners may be exempted from providing a contribution**

Under some programs, eligible learners may be exempt from paying an eligible learner contribution, If this is the case, it will be clearly stated in the relevant Program Guidelines and the Agreed Budget in which case Work Skills must not charge or require those eligible learners to provide a contribution to receive Subsidised Training from Work Skills. An eligible learner contribution includes the payment of a fee. Work Skills Grant Deed does not currently outline Eligible learner Contributions.

##### **Grant Instalment Payments**

Grant Instalments Payments to be made monthly in arrears

Subject to any condition set out in the Grant Deed or the Grant Recipient Standard Conditions Manual Version D23/226777/2.

## Calculation of Grant Instalment Payment

The amount of each Training Payment, and when they are payable, are set out below:

### Qualification

- *First Training Payment*: an amount equal to 50% of the relevant Subsidy Amount at unit commencement
- *Second Training Payment*: an amount equal to 50% of the relevant Subsidy Amount at unit completion, up to a maximum amount equal to 80% of the total Subsidy Amount payable for the eligible learner
- *Third Training Payment*: the remaining 20% of the Subsidy Amount for each eligible learner will be paid as a final instalment upon satisfactory and final completion of the full qualification and submission of any other reporting by Work Skills as requested by the Grantor or as otherwise required pursuant to the Grant Deed.

### Related documents

- EC Training Pty Ltd T/A Work Skills and VETfSS Funding Agreement 2025
- EC Training Pty Ltd T/A Work Skills and Tasmania Grant Deed User Choice 2025
- Skills Assure Supplier (SAS) Policy 2025-2028
- Career Start Program Policy 2025-2028

## Version Control

Date	Update summary	Version
05/12/2019	Systematic review New template addition of compliance mapping and version control	V8.0 51219
08/07/2020	Combined QLD Student Contribution Fees Policy with this P&P	V9.0 080720
20/08/2020	Reviewed, updated terminology	V9.1 200820
15/09/2020	Added in associated documents	V9.2 150920
01/07/2021	Updated Contract dates	V9.3 010721
14/12/2021	Update free apprenticeships section with Under 25 incentive	V9.4 141221
09/02/2022	Fee for Service Training - Course Extension Requests and associated fee schedule added	V10.0 090222
15/09/2022	Updated to reference and align to SAS audit guides 2021-2022	V10.1 150922
21/10/2022	Update 'Example on how Contribution fees will be calculated for an Apprentice' to replace Unit AURSCA006 Promote Products and Services with AURSCA106 Promote Products and Services and AUR31016 to AUR31020	V10.2 211022
31/10/2022	Updated to reflect alignment with Skills Assure Supplier Audit Evidence Requirements (User Choice 2022-2023), Skills Assure Supplier Audit Evidence Requirements (VET Investment Programs 2022-2023), Skills Assure Supplier Marketing and Disclosure Directive 2021 -2023, Skills Assure Supplier Third Party Arrangements Directive, Skills Assure Supplier Policy 2021- 2023 for Queensland VET Investment Programs and Queensland Vocational Education and Training Skills Assure Supplier Agreement QS102328 and PS101919 (Expires 30/06/2023)	V10.3 311022
18/05/2023	Policy updated to reflect Student contribution fees are invoiced upon completion of each unit. Non-refundable enrolment fee details updated for FFS students. Additional detail regarding refunds for students for whom an overpayment has been identified	V10.4 180523
05/06/2023	Queensland Government Department title updated from Department of Employment, Small Business and Training (DESBT) to Department of Youth Justice, Employment, Small Business and Training (DYJESBT)	V10.5 050623
01/07/2023	SAS policy documents dates updated and content reviewed for continued accuracy	V10.6 010723
19/04/2024	Amended policy and procedure to include Refund Arrangements, Student Support Services Fees, Student Incidental Fee Schedule and Government Loan, Funding, Subsidy and Support Entitlements and Withdrawal without penalty. Removed reference to minimum weekly direct debit of \$9.00 as each students payment plan is different.	V11.0 090424

Date	Update summary	Version
19/04/2024	Amended Policy and Procedure to include requirements under Northern Territory VET for Secondary Students (VETfSS)	V11.0 190424
13/05/2024	Amended Policy and Procedure to outline obligations under the Tasmania Grant Deed 2024	V11.1 130524
26/11/2024	Adjusted dates of all policies and SAS evidence guide to Year 2025. Aligned document flow to User Choice and related exemptions and then certificate 3 Guarantee Program and exemptions and exclusion. Adjusted provider default section to include Administration fee in refund.	V12.0 26112024
16/06/2025	Mapped policy to the new standards for Registered Organisations 2025. Updated Contract numbers for Skills Tasmania Funding Agreement and NTVETfSS to 2025.	1 Jul 2025
25/07/2025	Updated all Funding names to Career Start Program (General Training Pathway and Apprenticeship/traineeship pathway). Removed reference to Certificate 3 Guarantee Program and User Choice Program). Updated policy to align with the requirements of SAS Policy and Career Start Program Policy. Updated Student Contribution Fee to "Co-contribution Fee"	25/07/2025