

Fees and Refunds

Blueprint Career Development

1 Policy

Blueprint Career Development will ensure that when participants enrol in a course, they (and their employer, if applicable) are fully aware of the Fees and Refund policy.

2 Purpose

To ensure that participants and organisations are aware of the training fees before the commencement of training. Training fees and charges cover such costs for facilitation, administration, learning resource materials and equipment required for training may apply. To provide a refund policy that is fair and equitable to participants, and which protects Blueprint Career Development's reputation as a training organisation of high standing.

3 Scope

Applies to all participants including, self-funded and employer supported participants undertaking Corporate Training, VET in School courses (VETiS) or QLD SAS Funded programs with Blueprint Career Development.

Access to Full Refund Policy

If you would like to view the full version of our Fees and Refunds Policy (Policy PP2.8), please contact us at info@blueprintcd.com.au or speak to your trainer. We are happy to provide it upon request.

4 Procedures

REFUNDS

1. Exceptional circumstance refunds must be sought and negotiated on an individual basis.
2. Should Blueprint Career Development cancel any training program, participants are entitled to a full refund, or a transfer of the funds paid to another current or future training program.
3. Cancellation of the training program will only be accepted in writing. The date of cancellation will be determined as the receipt date of the correspondence.
4. Fees will be refunded to the company or individual who paid the invoice, not a third party.
5. Blueprint may accept the substitution of attendees upon application. Re-enrolment fees may apply.

REFUND REQUESTS PROCESS.

1. Complete the Refund Request form and email to accounts@blueprintcd.com.au
2. Refund requests will be reviewed in seven (7) working days. Applicants will be notified of the outcome, and if approved, a bank transfer will be arranged within 10 working days of receiving the request.

CORPORATE TRAINING

Prior to commencement. Students who give notice to cancel their enrolment **6 business days** or more prior to the commencement of a course, will be entitled to a full refund of fees paid.

Prior to commencement. Students who give notice to cancel their enrolment **5 business days** or less prior to the commencement of a course will be entitled to a refund of fees paid, less \$250 enrolment fee to cover administration and bank fees. The fee covers the costs of staff and resources which will have already been committed based on the student's initial intention to undertake the training.

Prior to commencement. Students who give notice to cancel their enrolment **2 business days** or less prior to the commencement of a course will be entitled to a 50% refund of fees paid. The amount retained (50%) by Blueprint Career Development is required to cover the costs of staff and resources which will have already been committed based on the student's initial intention to undertake the training. This fee includes the \$250 Enrolment fee. Alternatively, a credit note for the full amount paid may be requested by the original payer (student, school, or employer), and can be transferred to another student.

After commencement. Students who cancel their enrolment after a course has commenced will not be entitled to a refund of fees or any fees paid in advance. An exception to this policy is where Blueprint Career Development fails to fulfil its service agreement and fees are refunded under our guarantee to clients.

FEE FOR SERVICE VET IN SCHOOL COURSES (VETIS) FOR SCHOOL STUDENTS.

Prior to Commencement

If a student cancels their enrolment prior to the commencement of training, a full refund will be issued minus a \$50 non-refundable enrolment fee.

- This fee covers administrative and bank processing costs.

After Commencement

If a student has not engaged in any training or assessment activity within six weeks of enrolment, they may be eligible for a full refund less a \$50 administration fee.

If a student withdraws after training has commenced, the refund will be calculated as follows:

1. A **\$250 non-refundable enrolment and administration fee** will be deducted.
2. **No refund** will be provided for any units that have been started or completed. A unit is considered started once the student has accessed learning materials, attended a session, or submitted any work.
3. Any **remaining balance** will be refunded to the original fee payer.
4. The cost per unit is calculated using this formula:

$(\text{Total Course Fee} - \$250 \text{ admin fee}) \div \text{Number of Units in the Course}$

QLD SKILLS ASSURE FUNDING.

In accordance with the *Skills Assure Supplier Policy 2025–2028* and the *SAS Audit Evidence Guide*, the following refund arrangements apply to students enrolled in government-subsidised training programs

1. Full Refund Prior to Commencement

If a student withdraws **before the commencement** of any training activity or unit of competency, Blueprint Career Development will refund **any Co-contribution fee paid**.

A unit of competency is considered “commenced” once the student has:

- Attended any scheduled training (face-to-face or online);
- Accessed online or printed learning materials;
- Participated in any delivery, assessment, or related activity.

2. Proportionate Refunds After Commencement

If a student withdraws **after training has commenced**, a **proportionate refund may be provided** for any units of competency that:

- Have not yet commenced, (e.g. outcome code 85).and
- Have not had a result recorded (e.g. outcome code 20, 30, or 40).

No refund will be issued for units where participation has occurred, or an outcome has been recorded.

3. Charging and Retention of Fees

As part of the Co-contribution fee arrangement:

- Blueprint Career Development may retain up to \$250 of the Co-contribution fee to recover reasonable administrative and compliance costs only for units that have commenced.
- No separate enrolment fee will be charged outside of the published Co-contribution fee.
- If a student withdraws before any units have commenced, no fees will be retained, and a full refund will be issued regardless of the amount paid.

Note: Co-contribution fees are calculated and published at the unit level in accordance with Departmental requirements. Upfront payments are limited to no more than 30% of the total Co-contribution fee for the qualification.

Students are not required to request a refund in these situations. Blueprint Career Development will automatically calculate the refund and notify the student/client with the amount and a request for bank details for the account where the refund will be deposited. If the employer has paid on behalf of the student, the same rules apply, and the employer will be refunded for any training not yet commenced.

Request for Refund Form

Participant/Student Information:

Full Name	:	Course Enrolled	:
Contact Number	:	Email Address	:

Refund Request Details:

- **Reason for Refund Request with explanation** (Please indicate the reason for the refund and a detailed explanation):

- **Date of Refund Request:**

Bank Transfer Details:

- Account Holder Name:
- Bank Name :
- BSB Number :
- Account Number :

Declaration: I declare that the information provided in this form is true and accurate to the best of my knowledge. I understand that enrolment and administration fee will be deducted from the original amount paid for refund requests related to non-attendance. I also acknowledge that if I have completed any work for the course, I am not eligible for a refund.

Signature: _____ **Date:** _____

All refund applications are approved by the company Director.