POLICIES

Fees, Charges and Refund Policy

- All fees, costs and charges are disclosed in writing before enrolment.
- No enrolment or application fees. No more than $1,500 held in prepaid fees at any time.
- 10 business day cooling-off period with full refund before commencement.
- Pro-rata refunds after commencement: you pay only for training delivered.
- Full refund or transfer if CAQA cannot deliver your course.

This summary is provided for student information under the Standards for RTOs (Outcome Standards) 2025. The full controlled version of this document is issued in the Pre-Enrolment Information Pack and is available at any time from info@caqa.edu.au or 1800 266 160.