CIVIL CONTRACTORS FEDERATION
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CIVIL CONTRACTORS FEDERATION

FEE POLICY

Reference Number:	**TS – 06**
Contact Officer:	**Chief Executive Officer (CEO) of Civil Contractors Federation Queensland Limited (CCF QLD)**
Approval Authority:	**Chief Executive Officer**
Version Number:	**2025 - 01**

1.0 Purpose

This policy outlines the framework for the setting, disclosure, collection, and management of training fees by Civil Contractors Federation Queensland Limited (CCF QLD), including Civil Train. The intent is to ensure transparency, consistency, and compliance with legislative and regulatory requirements, including the Standards for RTOs 2025, National Consumer Protection legislation, and funding contract conditions.

2.0 Scope

This policy applies to all employees, contractors, and staff of Civil Contractors Federation Queensland who are responsible for issuing or managing invoices and fee-related matters. It also applies to students, employers, and third-party payers engaging training services with CCF QLD. This policy relates to all training services and funding models under Civil Train.

3.0 Policy Statement

CCF QLD is committed to ensuring all relevant stakeholders including students, employer representatives, and third-party clients and payers are provided with transparent information relating to training service and delivery fees, payment and invoicing protocols, and financial obligations.

4.0 Fees and Structures

The fee structure and invoice recipient are determined and documented within the enrolment form. The resulting invoice/s reflect the applicable fees for the selected fee structure or funding model.

Invoices are issued at 100% of the total course fee at the time of enrolment. However, where the total fee exceeds $1,500, remaining payments will be scheduled in instalments.

Civil Contractors Federation Queensland - Civil Train may collect $1500 or less in prepaid fees from a learner without needing to take any action to protect those fees. These requirements do not apply where an employer

or organisation engages Civil Contractors Federation Queensland - Civil Train to provide training and/or assessment to its staff or members.

4.1 Invoicing and Payment Terms

Invoices are issued at the time of enrolment. Once issued, invoices are payable in full by the due date, regardless of student withdrawal, unless relevant conditions set out in the Refund Policy (TS–02) apply. An account management fee of 2% per month applies to overdue balances, and failure to make payment may result in training access being paused. All invoices must be paid prior the issuance of certificates, wallet cards, or Statements of Attainment. Accepted payment options include credit/debit card or EFT, or bank transfer.

4.2 Third Party Payments

Where a third party is nominated as the invoice recipient, as documented in the enrolment form, the nominated party will be deemed the authorised payer and invoices will be issued accordingly. In the event of a dispute between student and third party, the RTO will refer to the original payment authority, and may defer or cancel training access until resolution.

4.3 Additional Fees and Charges

Civil Train reserves the right to apply additional fees where reasonable and necessary. These may include, but are not limited to:

- Administrative fees for booking or rebooking, rescheduling, or cancellation
- Travel or accommodation surcharges where training is requested at a remote location or outside standard delivery areas
- Costs related to special arrangements, such as customised delivery, short notice training requests, additional trainer time, or site-specific requirements
- Manual processing fees for paper-based submissions
- Replacement of previously issues materials or documentation such as hard copy materials or Statement of Attainment
- Formal appeals

Fees will be communicated in advance wherever possible and will be applied in line with Civil Train's operational and service obligations.

4.4 Appeals

Students, employers, and third-party payers have the right to appeal fee-related decisions, including disputes regarding invoicing, payment obligations, or the application of fee structures. Appeals must be submitted in writing to CCF QLD and/or Civil Train within fourteen (14) business days of the decision. Extensions may be granted in exceptional circumstances, provided supporting evidence is submitted.

Lodging a fee-related appeal does not remove the right to pursue remedies under Australian consumer protection laws.

4.5 Extenuating Circumstances

In cases where a student is unable to continue training due to extenuating circumstances (e.g. illness, injury, or family emergencies), the following provisions may apply:

- Paid course fees may be transferred to the next available intake or alternative training arrangement (where applicable).
- Partial or full fee adjustments may be approved at the discretion of the CEO, subject to the provision of verifiable supporting documentation such as medical certificates, legal notices, or other formal evidence.

5.0 Responsibilities

Chief Executive Officer (CEO)
The CEO is responsible for ensuring organisational compliance with this policy, including the approval and review of fee schedules, payment structures, and related procedures. The CEO has final authority over the resolution of fee disputes, appeals, and extenuating circumstance requests, ensuring decisions align with the Refund Policy and relevant consumer law obligations.

Managers
Managers are responsible for the consistent implementation of this policy across all training and administrative areas. This includes:

- Ensuring staff are informed of updates to funding arrangements, pricing structures, or invoicing procedures
- Monitoring compliance with internal processes and external contractual or legislative requirements
- Escalating unresolved disputes, patterns of non-compliance, or emerging risks

Employees
All employees and contractors involved in fee-related activities must:

- Issue invoices strictly in line with the terms selected in the enrolment form and this policy
- Maintain accurate, auditable records of transactions and payment communications
- Clearly communicate fee amounts, payment terms, and refund conditions to students, employers, and third-party payers
- Report any inconsistencies, unresolved issues, or potential breaches to management
- Ensure students and clients are directed to relevant documents (e.g. Refund Policy, payment terms, and appeals process)

6.0 Related Documents

- Outcome Standards: Revised Standards for RTOs 2025
- Compliance Requirements: Revised Standards for RTOs 2025
- Standards for Registered Training Organisatons (RTOs) 2015
- TS - 01 - Student Handbook

7.0 Monitoring and Review

This policy will be reviewed annually or as required by changes in industry standards, workforce needs, or ASQA regulations.

PROCEDURE VERSION CONTROL

Date	Author/Department	Version number	Change summary	
11 July 2025	Manager – Training Services	2025 -01		11 July 2026