



Lifeline Australia

RTO Fees Refund Policy

Lifeline Australia Registered Training Organisation Provider Number 88036

Owner: Executive Director, People & Corporate Services

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Table of contents

1	ABOUT THIS DOCUMENT	3
1.1	OVERVIEW.....	3
1.2	DOCUMENT HISTORY	3
1.3	SCOPE	3
2	REFUND PRINCIPLES	3
2.1	STUDENT FEES.....	4
2.2	APPLICATION FOR COURSE ENROLMENT – COOLING-OFF	4
2.3	APPLICATION OF CREDIT TRANSFER.....	5
2.4	TRAINING COMPLETION.....	5
3	CONDITIONS FOR REFUNDS	5
3.1	CANCELLATIONS, WITHDRAWALS AND REFUNDS CLAIMABLE	5
4	REQUEST REFUND	7
4.1	CLAIMING REFUNDS	7
4.2	HOW TO REQUEST A REFUND	7
5	REFUND COMPLAINTS AND FEEDBACK	7
5.1	WHAT LIFELINE AUSTRALIA CAN DO	8
6	REGULATION OF LIFELINE AUSTRALIA'S RTO	8
6.1	APPLICABLE LAWS.....	8
7	POLICY REVISION.....	8
8	REVIEW, AMENDMENTS AND REVISIONS.....	8

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1 About this document

1.1 Overview

Lifeline Australia safeguards the interests of students and learners who pay fees for accredited training courses and ensures fair treatment is established through various mechanisms. Where fees are offered for training and assessment services delivered by or on behalf of Lifeline Australia's Registered Training Organisation (**RTO**) (provider number 88036), the fees paid by students and learners are protected, and they may be eligible to apply for a refund.

1.2 Document history

Version	Date	Author	Change Description
1.0	August 2024	RTO Compliance Lead	Implementation of policy
1.1	November 2025	RTO Compliance Lead	Minor administrative amendment approved by Executive Director, People & Corporate Services
1.2	February 2026	Executive Director, People & Corporate Services	Minor administrative amendments

1.3 Scope

The *RTO Fees Refund Policy* applies to fee-paying independent students and learners who undertake nationally recognised training with Lifeline Australia RTO and all Lifeline Australia staff and contractors, and third parties who are contracted to deliver training on our behalf. In this policy, students and learners are collectively referred to as students.

The policy does not apply to:

- non-fee-paying independent students who undertake nationally recognised training who have met the eligibility criteria of a course delivered by Lifeline Australia or were funded by a third-party; and
- students of non-accredited training delivered by Lifeline Australia.

2 Refund principles

Lifeline Australia's RTO is guided by the principles of honesty, fairness, transparency, responsibility, empathy and respect for individuals. We use these principles to guide our behaviours and decision-making processes to inform choices and improve outcomes and to inform choices for our students under applicable Australian laws.

Lifeline Australia takes all reasonable steps to ensure a student:

- will receive fair treatment;

- will be provided with clear information and are kept informed before, during, and after enrolment;
- will be provided with quality training and assessment services as informed; and
- will receive support if they chose to discontinue their training for a period or permanently, move to another Lifeline Centre, request a refund, or when they make a complaint.

2.1 Student fees

Lifeline Australia RTO contracts Lifeline Centres to deliver nationally recognised training and student fees are invoiced by and paid directly to a Lifeline Centre. These fees contribute to the cost of learning materials, training and assessments services, student support activities, and administration.

Your Lifeline Centre will provide you with clear payment information about all associated costs, payment options, refunds and cancellations, and other important training information. This information will include:

- course suitability and what to expect;
- enrolment process and total financial commitment; and
- course deferment or transfer to another Lifeline Centre.

Each Lifeline Centre establishes its own student fee structure. You will be invoiced when you choose to enrol in a nationally recognised training course.

Since Lifeline Australia is a registered national charity, it warrants that any fees charged by a Lifeline Centre for nationally recognised training shall not exceed \$1,500. This guarantee ensures that individuals who want to contribute to the work we do have access to an affordable pathway for involvement.

2.1.1 Goods and Services Tax

Goods and Services Tax (**GST**) will be applied as required by law and will be clearly identified on the invoice you receive.

2.2 Application for course enrolment – cooling-off

Making the decision to enrol into a course requires careful consideration. Lifeline Australia RTO is not a commercial training provider; our focus is on offering and supporting the training that enables Lifeline to achieve its purpose. This is made possible through individuals seeking to make a positive contribution to our Australian community.

When student fees are charged for the training, you will have a cooling-off period of 10 business days after submitting a course enrolment application. During this time, you can change your mind and withdraw your application without any financial penalties. Whether or not you were granted access to our learning resources or trainers, you shall have the opportunity to reconsider your decision.

Applying for course enrolment is a formal process in which you express your intention to seek admission to the training course. Once accepted by Lifeline, you must confirm

your decision to proceed. Acceptance by Lifeline involves a notification of enrolment indicating the training is now open and you will have access to the Lifeline Centre or training delivery location, as a student.

2.3 Application of credit transfer

If you are enrolling for the Crisis Support Workplace Training (**CSWT**) course, credit may be granted for any units of competency presented from the CHCSS00113 Crisis Support Skill Set. However, Lifeline Australia reserves the right to only issue a Statement of Attainment to a student that Lifeline has assessed as meeting the requirements of the skill set. While credit may be granted to acknowledge prior learning and experiences, Lifeline requires a minimum standard of competency is met to maintain quality delivery of Lifeline crisis support services. An assessment will need to be performed to ascertain the training hours or assessment tasks required to complete the student internship, and resultant reduction to the applicable student fees.

2.4 Training completion

Typically, you are required to finish your training within a set timeframe, which includes the opportunity to make three (3) attempts to pass an assessment task.

3 Conditions for refunds

3.1 Cancellations, withdrawals and refunds claimable

The following table outlines the refund that may be applicable including the circumstances, the value based on fees paid, and the record that will appear in your Unique Student Identifier (**USI**) VET transcript. Refunds will generally be made in the same way you paid.

As the administration fee of \$150 is non-refundable, this policy only applies to enrolments when fees paid exceed \$150. Where no fees were paid, no refund is applicable upon withdrawal.

Level	Event	Reason	Refund	Record Impact
Full refund of fees	If a Lifeline Centre cancels or withdraws a training course, you will receive a full refund of your student fees paid within 21 days. You will receive a written notice offering either a full refund or the option to transfer to a later training course with that Lifeline Centre.	Cancellation by Lifeline Centre	You will receive a full refund (100% of fees paid).	No transcript will be recorded, nor will any information be submitted to the Student Identifiers Registrar (refer to usi.gov.au) regarding your studies.

Level	Event	Reason	Refund	Record Impact
	If you cancel your course enrolment within 10 business days of submitting your application, you will be offered a full refund of fees paid.	Self-initiated cancellation during cooling-off period	You will receive a full refund (100% of fees paid) when you cancel your course enrolment within 10 business days after submitting your application.	No transcript will be recorded, nor will any information be submitted to the Student Identifiers Registrar (refer to usi.gov.au) regarding your studies.
Partial refund of fees	If you withdraw from the training after logging into our online learning system but before the start of the initial face-to-face workshop, you will be offered a refund of fees paid, net of the administration fee of \$150.	Withdrawal after logging onto the online learning system	You will receive a partial refund of fees paid (net of the administration fee of \$150) if you have logged into the online learning system which contains Lifeline Australia's intellectual property.	A withdrawn result may be recorded and submitted to the Student Identifiers Registrar (refer to usi.gov.au) regarding your studies.
	If you withdraw from the training after completing all the online modules and face-to-face workshops and prior to commencing the student internship, 15% of fees paid (net of the administration fee of \$150) will be refunded. This is applicable to CHCSS00113 Crisis Support Skill Set students only.	Withdrawal prior to student internship phase of CHCSS00113 Crisis Support Skill Set course	You will receive a partial refund of 15% of fees paid (net of the administration fee of \$150) when you withdraw from the CHCSS00113 Crisis Support Skill Set course prior to commencement of the student internship.	A withdrawn result may be recorded and submitted to the Student Identifiers Registrar (refer to usi.gov.au) regarding your studies.
Special circumstances	Special circumstances such as medical, family or other extenuating factors will be evaluated on a case-by-case basis by each Lifeline Centre. The request must include relevant supporting documentation.	Withdrawal under special circumstances after commencement of face-to-face training	A partial refund of fees paid may be offered, and the amount determined based on the notice given and costs already occurred by the Lifeline Centre.	A withdrawn result may be recorded and submitted to the Student Identifiers Registrar (refer to usi.gov.au) regarding your studies.

Level	Event	Reason	Refund	Record Impact
Misconduct	<p>If an allegation of misconduct during the course has been made and is upheld or where there has been a breach of applicable Lifeline Australia or Lifeline Centre policies, no refund of fees paid will be offered.</p> <p>Misconduct includes academic misconduct and non-attendance for face-to-face training or student internship placement at the Lifeline Centre or training delivery location.</p>	Cancellation by Lifeline Centre following misconduct	No refund of fees paid will be offered.	A competency not achieved / fail result may be recorded and submitted to the Student Identifiers Registrar (refer to usi.gov.au) regarding your studies.

4 Request refund

4.1 Claiming refunds

Before deciding if a refund may be claimed, review this policy to ensure that you qualify based on the following criteria:

- cancellation during the cooling-off period (10 business days from submission of your application for course enrolment);
- withdrawal after logging into Lifeline Australia's online learning system;
- withdrawal from the CHCSS00113 Crisis Support Skill Set course prior to student internship; or
- special circumstances as outlined in this policy.

4.2 How to request a refund

Refund requests are to be submitted in writing to the Lifeline Centre that you made the original payment to.

5 Refund complaints and feedback

If you are dissatisfied with your Lifeline Centre's refund decision, there are options available to resolve the issue. These options commence with a recommendation to raise your concern directly with the Lifeline Centre. If you are unable to resolve the issue with your Lifeline Centre, you can submit a complaint or file an appeal through the escalation pathways available with the Lifeline Australia RTO. Further third-party pathways beyond the RTO for complaints are also available.

For more information about how you can seek to resolve a refund issue, refer to the Lifeline Australia *RTO Concerns, Complaints and Appeals Policy*.

5.1 What Lifeline Australia can do

If you haven't received your refund from a Lifeline Centre within 21 days of your written request, Lifeline Australia can independently assist you to make and resolve complaints about your refund. You can begin the process by contacting Lifeline Australia directly by emailing rto@lifeline.org.au.

6 Regulation of Lifeline Australia's RTO

Lifeline Australia RTO's training operations are regulated by the Australian Skills Quality Authority. This regulation applies to our conduct as a training provider and accountability for the quality of the training and assessment services provided to students at any Lifeline Centre.

6.1 Applicable laws

- Competition and Consumer Act 2010 (Cth)
- The National Vocational Education and Training Regulator (Outcome Standards for NVR Registered Training Organisations) Instrument 2025 (Cth)
- The National Vocational Education and Training Regulator (Compliance Standards for NVR Registered Training Organisations and Fit and Proper Person Requirements) Instrument 2025 (Cth).

7 Policy revision

Lifeline Australia may review this policy and apply variations at its discretion. The current policy is published on lifeline.org.au.

8 Review, amendments and revisions

The RTO Fees Refund Policy will be reviewed at least once every 2 years by the Executive Director, People & Corporate Services. Any recommendations resulting from this review will be presented to the Board of Lifeline Australia for approval.