

11404NAT Graduate Certificate in Pharmacist Prescribing Fees, Refunds & Withdrawal policy

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1 About this policy

The Pharmaceutical Society of Australia (**PSA**) is committed to managing fees, refunds and withdrawals for our education and training products fairly, transparently and consistently.

This policy tells you:

- what fees apply and how they are set;
- what pricing tiers and discounts are available;
- how to pay, including payment plan options;
- what happens if you need to cancel or withdraw;
- when you are entitled to a refund; and
- what to do if you have difficulty paying.

The dollar amounts for all fees, specific refund cut-off dates, notice periods, and administration charges are set out in the 11404NAT Graduate Certificate in Pharmacist Prescribing Course fee and assessment attempt information (CFAAI), which is published alongside this policy on our website. The CFAAI may be updated each year without reissuing this policy.

2 Who this policy applies to

This policy applies to learners who are enrolled in the 11404NAT Graduate Certificate in Pharmacist Prescribing as of 28th July 2026. Learners who enrolled prior to this date should refer to the relevant policy version applicable at the time of their enrolment, available on the PSA website: www.psa.org.au/policies.

This policy applies to you whether you are paying your own fees, your employer is paying on your behalf, or your fees are subsidised by a government program or other form of subsidy.

PSA operates as a Registered Training Organisation (RTO) under three RTO registration codes: **RTO 122206**, **RTO 0452** and **RTO 88112**, registered with the Australian Skills Quality Authority (ASQA). PSA's registration details are available on the National Register at training.gov.au.

2.1 Matters not addressed in this policy

Where this policy does not specifically address a fees, payments, or refunds matter, the relevant PSA Group-wide policy will apply.

3 Our commitments to you

3.1 We will be upfront about costs

All fees, payment terms, and refund and withdrawal conditions are published on our website. We will give you everything you need to make an informed decision before you commit.

3.2 We will treat you fairly

We apply fees, refunds and withdrawals consistently across all learners in comparable circumstances. If we make a decision about your fees or a refund application, we will give you reasons and you will have the right to appeal.

3.3 Your consumer rights are protected

We comply with the *Competition and Consumer Act 2010* (Cth) and the Australian Consumer Law. We do not offer a contractual cooling-off period beyond any statutory right you may have under applicable law but where a statutory cooling-off right applies to your enrolment, we will honour it. If you are unsure whether one applies to you, contact us before you enrol.

3.4 Your prepaid fees are protected

For nationally recognised VET courses where the total prepaid fees we hold from you exceed \$1,500, PSA maintains a bank guarantee held by Pharmaceutical Society of Australia Ltd. The guarantee is maintained at a level at least equal to the total amount of prepaid fees held across all VET learners in excess of \$1,500 at any given time, in accordance with Compliance Standard 18 of the Standards for RTOs 2025. This guarantee is reviewed annually by the CFIO and the outcome is reported to FARMC.

3.5 Once we make your course available, our service obligation is met

Our obligation is to make your course available to you from the point of approved enrolment, for the duration of your completion timeframe. Once we have given you access to your course, including issuing your login credentials, releasing your learning materials, or scheduling you into a workshop, we have met our service delivery obligation.

A refund is not available simply because you did not access, engage with, or complete the materials we made available. Your refund rights are set out in section 8.

4 Fees and pricing

4.1 How our fees are set

All fees are published in the **Course fee and assessment attempt information (CFAAI)** and on our website. Fees are reviewed annually. If fees increase, your fee is locked in at the rate that applied when you enrolled, increases only apply to new enrolments.

The course includes a **non-refundable administration fee** component. The administration fee covers the cost of processing your enrolment and administering your course contract. The amount is set out in the CFAAI. If you withdraw at any time, the administration fee is retained by PSA, it is not refundable regardless of the notice period you give.

For nationally recognised VET qualifications, fees are set for the whole qualification. The applicable fee is determined at the point of enrolment and does not change if you complete units at different rates during your enrolment.

4.2 PSA member discount

You qualify for the PSA member fee if your PSA Professional Plus membership is **current** on the date you enrol. This means your membership must be fully paid up and active, not in a grace period, suspended or lapsed.

If your membership is in a grace period at the date you enrol, you are not eligible for the member fee.

We check your membership status against the PSA member register when you enrol. If your membership is current, the member fee is applied automatically.

Your membership status is assessed at the date of enrolment only. If your membership lapses after you enrol, your fee for that enrolment stays the same. If you join PSA after you enrol, the member fee does not apply to that enrolment.

If you are unsure whether your membership is current, contact the PSA membership team before enrolling.

If you were charged the wrong fee: If you were a current PSA member at the time of enrolment but were charged the standard fee, you may request a refund of the difference within 90 days of enrolment. Learners are responsible for selecting the fee that corresponds to their membership status at the time of enrolment. Where a refund is required because the learner did not correctly identify their membership status at enrolment, the **non-refundable administration fee** set out in the fee information will apply. The administration fee will not apply where the incorrect fee was charged due to an error by PSA. This does not apply where PSA membership commenced after the enrolment date.

4.3 Annual fee review

Fees are reviewed annually by the CFIO and the Head of Education & Training. Where fees increase, your fee is locked in for the duration of your current enrolment. Increases apply to new enrolments only.

5 Enrolling with us

5.1 What we tell you before you enrol

Before you enrol, we will give you written information that includes:

- the total fees payable, including all course, enrolment and materials fees;
- how and when fees must be paid, including payment plan options (if applicable);
- the conditions under which a refund is available;
- fee protection arrangements where relevant;
- any government subsidy information and any impact it may have on your future entitlements; and
- any obligations or liabilities that may apply to your enrolment, including any requirements to undertake work placements, acquire materials or equipment, obtain a Unique Student Identifier (USI), or meet any licensing or occupational requirements associated with the course.

This information is available in your course information materials, and on our website.

5.2 If something changes

If there is a material change to the course you enrolled in, including changes to delivery arrangements, third-party providers, or RTO ownership, we will notify you in writing as soon as practicable.

5.3 The information you give us must be accurate

When you enrol, you declare that all information you have provided to PSA is true and correct. If we find that information was false or misleading, including details about your identity, prior qualifications, employment status, or eligibility for a concession, we may withdraw your enrolment, withhold any qualification or Statement of Attainment, decline to refund fees paid, and recover costs incurred. You can appeal this decision through our complaints & appeals process. See section 11 for details.

6 Paying your fees

6.1 Your payment options

When you enrol, you choose one of the following payment options:

Option	Available to
Pay the full fee upfront	All learners
Employer invoice	Learners with an employer payment arrangement
Financial hardship application	Learners who cannot pay due to genuine hardship (See section 7)

Your enrolment is not complete until a payment option is confirmed.

6.2 Unpaid fees

If you have outstanding fees, we will not issue your certificate, Statement of Attainment or qualification until your account is paid in full.

Once all outstanding fees are paid and you have been assessed as meeting the requirements of your course, we will issue your certificate, Statement of Attainment or qualification within 30 calendar days of confirming your payment, in accordance with the Compliance Standards for RTOs 2025.

7 Financial Hardship

7.1 How we can help

If you need to withdraw from a course because of serious illness, injury, bereavement, family violence, or other extreme personal circumstances, you may be eligible for:

- a pro rata refund of tuition fees for units you have not yet started;
- a waiver of the administration fee, in whole or in part; or
- a pause on your enrolment so you can recommence later without paying enrolment fees again.

Where you can demonstrate that extenuating or significant personal circumstances led to your withdrawal, we may, at our discretion, offer you a full credit toward your course fee in an alternative scheduled course in lieu of a refund. Where a credit is not appropriate, a refund of fees may be authorised by the Head of Education & Training.

To apply, contact our learner support and program administration team in writing and provide supporting documentation. Examples include a medical certificate, statutory declaration, or similar. You should apply before your completion timeframe expires, but if your circumstances prevented you from applying in time, we will still consider your application.

7.2 How we assess your application

We assess hardship applications on a case-by-case basis. We will let you know the outcome in writing within 15 business days of application. If you are not satisfied with the outcome, you can appeal through our complaints process. See section 11 for details.

8 Refunds, leave of absence, extensions and withdrawals

8.1 Your refund rights

The tables below set out the refund framework. Dollar amounts for the administration fee and any additional charges are set out in the CFAAI.

Your rights under the Australian Consumer Law are not affected by this policy. Nothing here removes or limits any right you have under the Australian Consumer Law or other applicable legislation that cannot be lawfully excluded.

All course fees include a non-refundable administration fee. If you withdraw at any time, the administration fee is retained. The tables below show the refund treatment for the remainder of your course fee.

Key notes:

- You must notify us of a withdrawal in writing.
- Exceptional circumstances outside your control may be considered at the discretion of the Head of Education & Training.

Table A – 11404NAT Graduate Certificate in Pharmacist Prescribing refunds

Circumstance	Administration fee	Refund of course fee
You withdraw within 10 business days of your enrolment being approved (cooling-off period)	Non-refundable	Full refund of course fees paid to date.
You withdraw more than 10 business days after your enrolment is approved	Non-refundable	No refund.

Circumstance	Administration fee	Refund of course fee
We cancel or cannot fulfil our service agreement	Fully refundable	Full refund of fees paid to date.

Additional refund circumstances — all products

Circumstance	Refund treatment
You withdraw due to serious illness, injury, bereavement, family violence or other extreme circumstances. Supporting documentation must be provided.	Administration fee may be waived in whole or in part. Refund of remaining course fees paid to date may be approved. Assessed under section 7.
You provided false or misleading information at enrolment.	No refund of any fees. See section 5.3.
You were incorrectly charged the standard fee when you held a current PSA Professional Plus membership at enrolment.	Refund of the difference between member and standard fee. Apply within 90 days of enrolment. See section 4.3.
You join PSA after you enrol.	No retrospective refund. Member pricing applies to future enrolments only.

8.2 Non-attendance

Failure to attend an assessment or workshop without giving prior notice of ten (10) or more business days will incur a **non-attendance fee**. The non-attendance fee is set out in the CFAAI provided to you at the commencement of your qualification.

8.3 Your completion timeframe

Your completion timeframe is a maximum of 24 months.

If you do not complete your course within your timeframe and no extension or special circumstances application has been approved:

- your fees are forfeited;
- your access to course materials is closed; and
- you will need to re-enrol at the current published fee.

Applying for an extension: Contact our learner support and program administration team in writing. Extensions are not automatic and are assessed on a case-by-case basis. We may approve an extension with or without conditions, including payment of a **course extension fee** per the CFAAI.

If your course is superseded: If the course or unit you are enrolled in is replaced by a new version, we will notify you in writing and, where practicable, move you to the new version at no extra cost. PSA

will not accept new enrolments in a superseded training product from the date specified by ASQA (generally one year after the replacement product is listed on the National Register). If you are already enrolled when a product is superseded, we will support you to complete the superseded product or transfer you to the replacement product before the regulator's deadline, in accordance with Compliance Standard 14 of the Standards for RTOs 2025.

You can appeal a decision to forfeit your fees, refuse an extension, or refuse a special circumstances application through our complaints process. See section 11 for details.

8.4 Leave of Absence

If you need to take a break from your studies, you may apply for a leave of absence. A leave of absence pauses your enrolment for an approved period, your completion timeframe is extended by the same length as the approved leave, and your access to course materials is suspended for the duration.

Eligibility

A leave of absence is available where:

- your enrolment is current and you are within your completion timeframe at the date of your application;
- you have a genuine reason for the leave, which may include illness or injury, family or carer responsibilities, bereavement, employment obligations, or other personal circumstances; and
- you have not previously been granted a leave of absence for the same enrolment, unless exceptional circumstances apply.

How to apply

Contact our learner support and program administration team in writing before your completion timeframe expires. Your application should include:

- the reason for your leave; and
- the period of leave you are requesting, including your proposed return date.

Supporting documentation is not always required but may be requested depending on the reason for and length of the leave.

What happens during your leave

- Your enrolment remains active but your access to course materials, the learning management system, and any scheduled sessions is suspended for the duration of the approved leave.
- No fees are charged during the leave period.
- Your completion timeframe is extended by the length of the approved leave; your new completion timeframe end date will be confirmed in writing when your leave is approved.
- If you return before your approved leave period ends, contact our learner support team in writing to have your access reinstated early.

What happens when your leave ends

- Your access to course materials is reinstated on your approved return date.

- You continue your enrolment under the terms of your original Enrolment Agreement, including the original fee, no re-enrolment fee applies where you return within the approved leave period.
- If you do not return on your approved return date and do not contact us, we will attempt to make contact with you. If we are unable to reach you, your enrolment may be closed and the standard forfeiture provisions under section 8.3 will apply.

Leave of absence is not a refund pathway

A leave of absence is not a basis for a refund of fees already paid. If your circumstances change during your leave and you decide not to return, the withdrawal provisions under section 8.1 apply from the date you notify us. Fees paid before the leave was granted are subject to the standard refund framework. They are not refunded solely on the basis that you took a leave of absence.

Limits

- Maximum leave period: 6 months
- Maximum number of leaves per enrolment: one, unless exceptional circumstances are approved by the Head of Education & Training.
- Leave of absence is not available where your completion timeframe has already expired. Apply for an extension under section 8.3 instead.

8.5 Extension

If you are unable to complete your course within your completion timeframe, you may apply for an extension before your timeframe expires.

What is included

You are entitled to one extension at no additional cost. If you require a further extension beyond your first, a **course extension fee** applies. Additional extensions are not automatic and are approved at the discretion of the Head of Education & Training.

How to apply

Contact our learner support and program administration team in writing before your completion timeframe or your first extension period expires. Your application should include:

- the reason you have been unable to complete within your timeframe; and
- the additional period you are requesting.

Supporting documentation is not required for a first extension but may be requested for subsequent extensions depending on the circumstances.

Conditions

- Extensions are only available where your enrolment is current at the date of application, you cannot apply for an extension after your completion timeframe has expired and your enrolment has closed. Apply for new enrolment instead.
- Your course fee is not affected by an extension, the fee locked in at enrolment continues to apply.

- Access to course materials continues during an approved extension period.

If you do not complete within your extension period

If you do not complete your course by the end of your approved extension period and no further extension has been approved:

- your fees are forfeited;
- your access to course materials is closed; and
- you will need to re-enrol at the current published fee if you want to continue.

A decision to refuse an extension may be appealed through our complaints process. See section 11 for details.

8.6 If we make changes to your course

If we cancel, defer or materially change your course for any reason, we will notify you in writing as soon as practicable and offer you either a full refund of all fees paid or a place in an equivalent alternative course of comparable type and value at no extra cost. We are not responsible for any travel, accommodation or other costs you have incurred.

8.7 If you have completed a lower-level qualification within your program

If you withdraw from a higher-level qualification but have already completed all the requirements of a lower-level qualification embedded in the same program, we will issue you that lower-level qualification and a Statement of Attainment for any additional units completed. No refund is payable in this situation.

9 Additional fees

9.1 Re-assessment fees

Specific attempt limits are set out in the course fee and assessment attempt information. Where additional attempts are required beyond those included, a **re-assessment fee** applies. The fee is payable before the attempt is booked and is non-refundable once the attempt is scheduled.

10 Overdue fees

If you have overdue fees, we will contact you to discuss the matter. While fees remain unpaid, we may:

- suspend your access to course materials;
- withhold your results, Statement of Attainment or qualification; and
- decline to enrol you in further units or courses.

If fees remain unpaid after a reasonable period, we may refer the matter to an external debt collection agency.

11 Complaints and appeals

If you are unhappy with a fee or refund decision, you can lodge a complaint or appeal through our complaints process. Details are set out in the **Feedback, Complaints & Appeals Policy**, available on our website.

12 Contact us

If you have questions about your fees, please contact our learner support and program administration team:

- **Phone:** 1300 369 772
- **Email:** learnersupport@psa.org.au
- **Website:** www.psa.org.au
- **Address:** Level 1, 17 Denison Street, Deakin ACT 2600

13 Definitions

Term	What it means
Administration fee	A non-refundable fee component, covering the cost of processing your enrolment and administering your course contract. Retained by PSA on any cancellation, withdrawal or transfer, regardless of notice period. The dollar amount is set out in the course fee and assessment attempt information.
Completion timeframe	The period within which you must finish your course, calculated from approved enrolment date.
Cooling-off period	A 10-business day period following the date you pay your course fees, during which you may withdraw from a nationally recognised VET qualification and receive a full refund of your course fee, less the non-refundable administration fee.
Course information materials	The suite of documents PSA provides before you enrol, which may include information on the PSA website, course flyer, information booklet, or course brochure. These set out course-specific fees, completion timeframes, assessment attempt frameworks, and any other conditions specific to your enrolment. Published on the PSA website and available on request.
Current PSA membership	A PSA membership that is active and fully paid up, not in a grace period, and not suspended or lapsed, at the date of enrolment.
Enrolment Agreement	The agreement you sign or digitally accept at enrolment, setting out your fees, payment terms, and refund and withdrawal conditions.

Term	What it means
Extension	An approved period of additional time granted to a learner to complete their course beyond the original completion timeframe. The first extension is included at no cost. Subsequent extensions are subject to a fee and require approval by the Head of Education & Training. Distinct from a leave of absence (which pauses the completion timeframe and suspends access) and from re-enrolment (which is required where the completion timeframe has already expired).
Extreme hardship	Circumstances beyond your control that materially affect your ability to continue or complete your course, including serious illness or injury, bereavement, family violence, natural disaster, or other extraordinary personal circumstances.
Fee	Any amount paid by or on behalf of a learner to PSA, including full payment, part-payment, or deposit.
Course fee and assessment attempt information	The annual document setting out the dollar amount of the course fees, refund cut-off dates, notice periods, and administration charges. Published on our website.
Forfeiture	The loss of your paid course fees where you have not completed your course within your completion timeframe and no extension or special circumstances application has been approved.
Leave of absence	An approved pause in a learner's enrolment, during which the completion timeframe is suspended, and course access is inactive. Available to learners who are within their completion timeframe at the date of application. Distinct from withdrawal (which is permanent) and from an extension (which extends the completion timeframe without suspending access).
No-show	Non-attendance at a scheduled face-to-face workshop or event without prior written notice.
PSA member	A current, active member of the Pharmaceutical Society of Australia, as defined in the Membership Terms & Conditions.
Refund	A repayment of fees you have already paid, where you are entitled to one under this policy.
Special circumstances	Circumstances beyond your control that may entitle you to a pro rata refund or other support, including serious illness, injury, bereavement, family violence, or other extraordinary personal circumstances.
Superseded training product	A qualification, unit of competency or skill set that has been replaced by a new version on the National Register.
Withdrawal/Withdraw	A learner's permanent cessation of enrolment in a course. Withdrawal includes the following circumstances: a learner submits a written request to cancel their enrolment; a learner abandons their course without formal

Term	What it means
	notice and PSA closes the enrolment following reasonable attempts to make contact; PSA withdraws a learner due to non-payment of fees, breach of the Learner Code of Conduct, provision of false or misleading information at enrolment, or failure to meet an employment entry condition; or a learner's enrolment is closed on expiry of their completion timeframe without an approved extension (forfeiture). Withdrawal is distinct from a transfer or deferral (where the learner moves to a different course date or course.) and from an enrolment pause (where the learner's enrolment is temporarily suspended under a hardship arrangement. See section 7). A withdrawal is permanent. Once an enrolment is closed, the learner must re-enrol at the current published fee to continue. The date of withdrawal is the date PSA receives written notice from the learner, or the date PSA issues written notice to the learner where PSA initiates the withdrawal. The withdrawal date determines the refund entitlement under section 8.1.

14 Policy information

This policy is reviewed every two years, or earlier if there are material changes to the Standards for RTOs 2025, applicable legislation, or our fee framework.

Approved by: Head of Education & Training

Maintained by: Learner Support and RTO Compliance

Version Date Changes

Next review

1 2026 New policy — aligns to Standards for RTOs 2025 2028