

Accredited Professionals Scheme Fee Refund Policy

1. Purpose

This policy sets out the conditions under which accreditation application fees may be refunded, the process for requesting a refund, and the responsibilities of Applicants and the Accreditation Authority. It ensures fairness, transparency, and compliance with relevant legislation.

2. Legislative Context

Refunds of accreditation fees are not mandated under the *Planning, Development and Infrastructure (Accredited Professionals) Regulations 2019*. These Regulations govern accreditation processes, including application, suspension, audits and complaint management, but do not prescribe refund requirements. Accordingly, this policy establishes a discretionary framework for refunds, consistent with consumer law and Departmental principles. Where a conflict arises, legislation prevails.

3. Scope

This policy applies to all accreditation related fees paid to the Accreditation Authority as outlined within the current [Planning, Development and Infrastructure \(Fees\) Notice](#) including:

- accreditation application fees
- continuation of accreditation fees
- core competency course fees
- late payment fees.

4. General Principles

This policy establishes that:

- Refunds are discretionary, not a statutory entitlement.
- Decisions will consider fairness, cost recovery and Accreditation Authority obligations.
- Refunds are limited and granted only in the circumstances outlined in this policy.
- Where a refund is approved, it will be processed in accordance with the refund procedure established by Shared Services.



5. Refund Eligibility

Refunds are granted at the Accreditation Authority's discretion under this policy. No legislative obligation exists to provide refunds. The following criteria apply when determining refund eligibility:

5.1 Withdrawal of an application due to Accreditation Authority error

If an application is withdrawn because of a material error attributable to the Accreditation Authority (e.g. incorrect guidance provided in writing that directly affects eligibility), affected fees may be refunded in full or credited towards a re-application.

5.2 Duplicate payments or overpayments

The Accreditation Authority will provide a full refund of the duplicated or excess amount upon verification.

5.3 Ineligibility determined early

If an application is deemed clearly ineligible during preliminary screening and no substantive assessment has commenced, the Accreditation Authority may refund the affected fees in full.

5.4 Application withdrawal once assessment has commenced

Where the Accreditation Authority seeks clarification or additional information regarding an incomplete application and the applicant subsequently elects to withdraw that application, the Accreditation Authority may approve a partial refund of fees. The refund amount will be calculated at seventy-five percent (75%) of the total fee. The fee is non-refundable where an application is under assessment (see 5.7 below).

5.5 Withdrawal from Core Competency Assessment Course

The Accreditation Authority ensures prospective Planning Level 1 applicants understand application and course requirements before enrolment. Refunds are generally not available, as applicants are expected to consider their work and personal commitments in advance. However, refund for withdrawal due to unforeseen personal circumstances beyond the applicant's control may be considered under exceptional circumstances below.

5.6 Exceptional circumstances

The Accreditation Authority may approve a partial or full refund on compassionate or exceptional grounds (e.g. natural disaster, severe illness) subject to evidence. Determinations are at the discretion of the Accreditation Authority.

5.7 Non-refundable items

The following fees are always non-refundable:

- Accreditation application fees are non-refundable where an assessor has commenced the assessment of an accreditation application.
- Late payment fees are non-refundable.
- No full or part (pro rata) refund of accreditation fees will be granted where an accreditation is surrendered, suspended or cancelled.

Scenario	Refund Amount
Withdrawal of an application due to Accreditation Authority error	100% refund or credit towards re-application
Duplicate payments or overpayments	Full refund of duplicated or excess amount
Ineligibility determined by Accreditation Authority at application verification	100% refund
Application withdrawn by Applicant during administrative verification (prior to allocation to assessor)	75% of the total fee paid
Exceptional circumstances (e.g., natural disaster, severe illness)	Partial refund up to full refund at Accreditation Authority's discretion (case by case)
Withdrawal from core competency course	Generally, no refund. Up to full refund at Accreditation Authority's discretion (case by case) due to exceptional circumstances.
Assessor has commenced application assessment, then withdrawn by Applicant	No refund
Surrendering active accreditation	No refund
Late payment fees	No refund
Suspended or cancelled accreditation	No refund

6. Refund Request Process

6.1 Submit request

The Applicant must complete the [Accreditation Authority Refund Request Form](#) (Appendix A) and the Shared Services [Application Refund – Vendor Creation/Maintenance Form](#) (Appendix B) and email it to DHUD.APSQueries@sa.gov.au within 30 calendar days of the event leading to the refund.

6.2 Provide evidence

The Applicant must include relevant documentation such as receipts, proof of payment, and supporting documentation (e.g. medical certificate, correspondence) with their refund request.

The Accreditation Authority may request additional evidence to substantiate a claim. Failure to provide requested information may result in refund refusal.

6.3 Assessment

The relevant Delegate to the Accreditation Authority with authority to approve a refund under Departmental financial delegations will assess requests within 10 business days.

6.4 Outcome

A written decision for approved and refused refunds will be provided to the applicant. Written notice of a refused refund application will include the reason(s) for the refusal.

6.5 Payment

Approved refunds will be processed within 45 business days of the outcome and refunded to the payment details provided on the Shared Services [Application Refund – Vendor Creation/Maintenance Form](#) completed by the Applicant.

7. Privacy

Personal and payment information collected for refunds will be handled in accordance with the Department's Privacy Policy and relevant privacy legislation. Data will be retained only as necessary for audit and statutory purposes.

8. Roles and responsibilities

Roles	Responsibilities
Chief Executive	The Chief Executive of the Department for Housing and Urban Development (the Department), is the Accreditation Authority and administers accreditation for planning and building professionals.
Accreditation Authority Delegate	The <i>Planning, Development and Infrastructure Act 2016</i> provides the ability for the Chief Executive to delegate their powers and functions under the Act to various staff of the Department.
Team Leaders and Supervisors	Responsible for ensuring that the policy is observed by employees and that business processes support the policy requirements.
All employees	Required to comply with the policy and any related procedures, and to play an active role in ensuring the compliance of others.
Applicant	An individual who submits an accreditation application and pays associated fees.

9. Related documents

- [Guide to the Accredited Professionals Scheme](#)
- [Qualifications, skills and experience requirements for Accredited Professionals](#)
- [Accredited Professionals Scheme Incomplete Application Policy](#)
- [Chief Executive's Fees Policy 2 - Development Assessment Fees 2025](#)



Appendix A: Accreditation Authority Refund Request Form

Please complete all fields and submit this form to DHUD.APSQueries@sa.gov.au within 30 calendar days of the event leading to the refund request. Attach supporting evidence as separate files.

Applicant Name	Enter applicant name
Organisation:	Enter organisation name
Contact Details (Phone/Email)	Enter contact details
Refund Reason (select one)	Choose an item.
Reason Details (describe)	Enter detailed reason here.
Supporting Evidence (attach separately)	Describe supporting evidence.
<p>Declaration</p> <p><input type="checkbox"/> By checking this box, I declare that the information provided is true and correct. I understand refunds are discretionary under the Fee Refund Policy and may be processed to the payment details provided by me in the attached Application Refund – Vendor Creation/Maintenance Form.</p>	
Date	Click or tap to enter a date.



Appendix B: Application Refund – Vendor Creation/Maintenance Form

Lodging agent			
Payee details (business/individual)			
ABN (where applicable)			
Payee name			
Address			
Postal address			
Phone number		Mobile number	
Email address (for remittance advice)			
EFT details (business/individual)			
BSB number			
Account number			
Account name			
Financial institution			

Please ensure all details are accurate. Payment will have been deemed to be made when Shared Services SA has instructed the appropriate banking authority to credit the above account. Shared Services SA and the Department for Housing and Urban Development (DHUD) will not be responsible for any delays in the payment or errors in the account details supplied. Shared Services SA and DHUD have the right to accept the authority of the undersigned as conclusive of that person's authority to execute this agreement on behalf of the vendor. The vendor is required to repay to DHUD any payments credited to the vendor in error. Shared Services SA and DHUD reserve the right to offset any amount paid in error against future payments.

If you have any questions regarding the above, please contact the Planning Services Unit on 7133 3030.

Please submit through <i>your</i> lodging agent to:	
Email:	dhud.planningservices@sa.gov.au
Post:	Planning Services Unit, GPO Box 1815, Adelaide SA 5001
In Person:	Planning Services Unit, Level 10, 83 Pirie Street, Adelaide

Submitted by (lodging agent/applicant)	
Name	
Phone number	
Signature	

