Empowering your people

WORKFORCE TRAINING & DEVELOPMENT

WORKFORCE
Training & Development
Train to Succeed
Purpose
This purpose of this policy is to provide guidelines for granting refunds of enrolment fees, course fees, cancellation of enrolments and transfer requests.

Scope
This applies to individuals or employees of an organisation who have enrolled with Workforce Training and Development in:

- Units of competence
- Skill Sets
- Qualification
- Short Courses

Fees and Refunds
Workforce Training & Development is entitled to charge fees for services provided to students undertaking training and assessment that leads to a nationally recognised outcome. These charges are generally for items such as course materials, text books, student services and training and assessment services.

Fees payable
Fees are payable when a student has received a confirmation of enrolment. The initial fee payment must be made prior to commencing training or within 5 days of receiving an invoice from Workforce Training & Development. Workforce Training & Development may discontinue training if fees are not paid in accordance with the agreed fee schedule. The current fees and charges for Workforce Training & Development are published within the current schedule of fees and charges.

Schedule of Fees and Charges
The Chief Executive officer is responsible for approving Workforce Training & Development Schedule of Fees and Charges. The schedule of fees and charges is to include the following information:

- the total amount of all fees including course fees, administration/enrolment fees, material fees and any other charges for enrolling in a training program;
- payment terms, including the timing and amount of fees to be paid and any non-refundable deposit/administration fee;
- the nature of the guarantee given by Workforce Training & Development to honour its commitment to deliver services and complete the training and/or assessment once the student has commenced study;
– any discounts, fee reductions or exemptions available for multiple enrolments, concession card holders, continuing students, group bookings etc;

– the fees and charges for additional services, including such items as issuance of a replacement qualification parchment or statement of results and the options available to students who are deemed not yet competent on completion of training and assessment; and

– Workforce Training & Development refund policy.

Giving notice of enrolment cancelation
A student who wishes to cancel their enrolment must give notice in writing. This may be via email or letter. Workforce Training & Development staff who are approached with initial notice of cancelation are to ensure the student understands their rights with regards to the refunding of tuition fees. The student is also to be advised of other options such as suspending the enrolment and re-commencing in another scheduled training program.

Students who give written notice to cancel their enrolment and who are eligible for a refund are to be provided with a Refund Request Form. Students’ who may not be eligible but are requesting a refund should also be provided with the Refund Request Form so the request can be properly considered by the Chief Executive Officer.

Refunds and statutory cooling off period
The following refund policy will apply:

• Students who notify to cancel their enrolment within 5 days of commencement of course/unit and the resources are not downloaded from our Learning Management System can get a full refund however enrolment fee of $250 will be retained to cover the administration cost.

• Students who notify to cancel their enrolment after 5 days of commencement of course/unit and prior to 1 month will receive a refund of 75% of course fees excluding the enrolment fee of AU$250.

• Students who cancel their enrolment after a training program has commenced will not be entitled to a refund of fees of any fees paid in advance. An exception to this policy is where Workforce Training & Development fails to fulfil its service agreement and fees are refunded under our guarantee to clients.

• Transfer can be made to another course offered by Workforce Training & Development only if the notification is provided within 5 days and the course has not
been downloaded by the user. Also, the difference of the fee between the new and the old course must be payable.

Discretion may be exercised by the Chief Executive Officer in all situations, if the student can demonstrate that extenuating or significant personal circumstance led to their withdrawal. In these cases, the student should be offered a full credit toward the tuition fee in another scheduled program in-lieu of a refund. Chief Executive Officer may also authorise a refund of tuition fees if the circumstances require it.

Where refunds are approved, the refund payment must be paid to the student within 14 days from the time the student gave written notice to cancel their enrolment. Tuition refunds are to be paid via electronic funds transfer using the authorised bank account nominated by the student on the Refund Request Form.

**Our Guarantee to Clients**
If for any reason Workforce Training & Development is unable to fulfil its service agreement with a student, Workforce Training & Development must issue a full refund for any services not provided. The basis for determining “services not provided” is to be based on the units of competency completed by the student and which can be issued in a statement of attainment at the time the service is terminated.

**Limiting fees being paid in advance**
Workforce Training & Development acknowledges that it has a responsibility under the Standards for Registered Training Organisations to limit the fees paid by students in advance of their training and assessment services being delivered. To meet our responsibilities Workforce Training & Development may accept payment of no more than $1,500 from each student prior to the commencement of the course. This requirement applies regardless of the payment for the fees are being made directly or through a third party.

Following the course commencement, Workforce Training & Development may require payments of additional fees in scheduled payments in advance from the student but only such that at any given time, the amount required to be paid in advance is consistent with the portion of training being delivered.

**Payment of GST**
GST is exempt under section 38-85 GSTR 2003/1 Goods and Services Tax, tax ruling. The ruling explains the supply of a course for ‘professional or trade course’ is a GST-free education course.


Where a student is enrolled in a course which is offering units of competency or a whole
qualification, the course fees attached to this enrolment will be exempt from the payment of GST. GST does apply on the payment of some miscellaneous charges where these charges are in addition to and outside the normal services offered in a course. Please refer to Workforce Training & Development schedule of fees and charges for details of what GST is and is not applied to.

**Miscellaneous Charges**
Workforce Training & Development will levy some miscellaneous charges for services. These may include:

- Re-issuing a certificate after it has been initially issued to a student.
- Replacing issued learning materials which the student has lost or damaged.
- Re-assessment services.
- Photocopy fee.

These miscellaneous charges are to be clearly specified in Workforce Training & Development Schedule of Fees and Charges. It is to be made clear if these services will include GST. All miscellaneous charges are to be based on a cost recovery basis and are not intended to be a source of profit.

**Student complaints about fees or refunds**
Students who are unhappy with Workforce Training & Development arrangements for the collection and refunding of tuition fees are entitled to lodge a complaint. This should occur in accordance with Workforce Training & Development complaints policy and procedure.

<table>
<thead>
<tr>
<th>Fee Type</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Administration fees</td>
<td>$250 (Inclusive in Course /Skill Set fee)</td>
</tr>
<tr>
<td>Course /Skill Set Fee</td>
<td>Refer to website</td>
</tr>
<tr>
<td>RPL fee</td>
<td>Refer to website</td>
</tr>
<tr>
<td>Credit Transfer</td>
<td>$25 per unit</td>
</tr>
<tr>
<td>Additional Copies of Certificate</td>
<td>$60</td>
</tr>
<tr>
<td>Fees for Observational Assessment where requested by Participant</td>
<td>$150 per hr</td>
</tr>
<tr>
<td>Extension of enrolment fee</td>
<td>$150 per month or $350 for 3-month extension</td>
</tr>
<tr>
<td>Resubmission of assessment after 3 attempts</td>
<td>$60 per assessment</td>
</tr>
</tbody>
</table>
Fee Payment Process

Receive payment

If this is a payment in advanced, return to sender.

Match to existing invoice

Invoice found?

Yes

Send Invoice

No

Enquire with sender

Does payment match invoice

Yes

Reconcile invoice

No

Enquire with sender

Valid Payment

No

Return Payment

Yes

Send Invoice

End

Reconcile invoice

Bank Money

Adjust accounting records

Re issue invoice

End
Application for Refund

1. Has an invoice been issued?
   - Yes: Confirm if a refund is warranted with the Director
   - No: Send appropriate documentation to Student outlining why not eligible for a Refund

2. Is refund warranted?
   - Yes: Refund money as per Admin Procedures
   - No: Await Cancellation Form arrival

3. Has the Cancellation Form arrived?
   - Yes: Send appropriate documentation to Student outlining why not eligible for a Refund
   - No: Await Cancellation Form arrival