



Worksite Training

FEES, REFUNDS AND TRANSFERS



Fees Refunds and Transfer Policy

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Fees, Refunds and Transfers

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 Worksite Training. Worksite Training may discontinue training if fees are not paid in accordance with the agreed fee schedule. The current fees and charges for Worksite Training are published within the current schedule of fees and charges.

Schedule of Fees and Charges

The Managing Director is responsible for approving Worksite Training 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 fees, material fees and any other charges for enrolling in a training program;
- ◆ payment terms, including the timing, fees to be paid and any non-refundable deposit/administration fee;
- ◆ the nature of the guarantee given by Worksite Training 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 certificate or statement of results and the options available to students who are deemed not yet competent on completion of training and assessment

Replacement of text and training workbooks

Students who require replacement of issued text or training workbooks will be liable for additional charges to cover the cost of replacement. Where a student has purchased a text or training workbooks and subsequently cancels his or her enrolment, Worksite Training will not refund monies for the text unless a written request for a refund is received and we are satisfied that the text is in as-new condition. For a full list of replacement charges please refer to Worksite Training schedule of fees and charges.



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Giving notice of enrolment withdrawal

A student who wishes to withdraw their enrolment must give notice in writing. This may be via email. Worksite Training staff who are approached with initial notice of withdrawal 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 transferring or suspending the enrolment and re-commencing in another scheduled training program within one calendar month of the original date of training.

Students who give written notice to withdraw 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 considered by the Managing Director.

Refunds policy

The following refund policy will apply:

- ◆ Students, who give notice in writing to withdraw their enrolment **5 business days** or more prior to the commencement of a program, will be entitled to a full refund of fees paid.
- ◆ Students who give notice in writing to withdraw their enrolment with **less than 5 business days** prior to the commencement of a program will not be entitled to a refund of fees paid. Worksite Training is required to cover the costs of administration, training staff and resources which are committed upon a student's enrolment and in preparation of the training to be undertaken. A student may however, transfer to an identical course within one calendar month with no penalties or additional fees.
- ◆ Students who withdraw 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 Worksite Training fails to fulfil its service agreement and the total amount paid will be refunded under our guarantee to clients.

Discretion may be exercised by the Managing Director 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



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scheduled program in lieu of a refund. The Managing Director 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 withdraw 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.

Statutory cooling off period

The Standards for Registered Training Organisations require a person to be informed of their right to a statutory cooling off period. A statutory cooling off period is defined within the Australian Consumer Law which was introduced in 2011 and is a period of 10 days. A consumer is allowed to withdraw from a consumer agreement, where that agreement was established through unsolicited marketing or sales tactics. These include tactics such as door-to-door sales and telemarketing. A statutory cooling off period allows a consumer to withdraw from a sales agreement within 10 days of having received a sale contract without penalty. Refer to the [Australian Consumer Law, Sales Practices Guide](#) for further details about a statutory cooling off period and general obligations for consumer protection during the enrolment process.

Worksite Training do inform prospective students within the student handbook of this cooling off period. It must be noted by all staff that Worksite Training do not engage in unsolicited marketing or sales tactics and therefore a statutory cooling off period is not likely to be applicable to our students who have enrolled into a program. For refund options in other circumstances, students and staff must refer to the refund policy.

Transfer of training

Where a student has enrolled in a course or training session and due to any circumstances cannot attend this session they may be eligible for a transfer of training dates. If notice is provided in writing to Worksite Training more than 5 business days before the scheduled training, the student may choose to receive a full refund of the tuition fees or transfer to an identical course type within one calendar month of the original training date.



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If notice of the inability to attend a training session is provided in writing less than 5 business days before the scheduled training date, the student can choose to forfeit the tuition fees or transfer to an identical course type within one calendar month of the original training date.

It is noted, that a student can only transfer to an identical course on one occasion. If the student is unable to attend the transferred training date, no further rescheduling will be available and the tuition fees will be forfeited.

Our Guarantee

If for any reason, Worksite Training is unable to fulfil its service agreement with a student, Worksite Training 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

Worksite Training 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 Worksite Training may accept payment of no more than \$1,500 from each student prior to the commencement of the course. This requirement only applies when the payment for the fees are being made directly by an individual that falls under the protection of Australian Consumer Law. By this we generally mean the student or the student’s family member. This requirement is not applicable where the fees are being paid by the student’s employer or a funding authority. This is an entity to entity transaction and does not require the limiting of fees paid in advance.

Following the course commencement, Worksite Training 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.



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Payment of GST

Payment of GST is exempt to any course, where a student is enrolled in units of competency or a whole qualification, that is

- ◆ a pre-requisite to a profession or trade
- ◆ a requirement to commence a profession or trade or
- ◆ a requirement to maintain a profession or trade

GST does apply on the payment of informational training or courses and some miscellaneous charges (e.g. re-issuing a certificate or replacement of learning materials) where these charges are in addition to and outside the normal services offered in a course. Please refer to Worksite Training schedule of fees and charges for details of what GST is and is not applied to.

Student complaints about fees or refunds

Students who are unhappy with Worksite Training arrangements for the collection and refunding of tuition fees are entitled to lodge a complaint by completing a Complaints Form which is available via our website or by request from our office staff.