



FEE ADMINISTRATION AND REFUND POLICY

RELEVANT STANDARD(S):

<p>Standards for Registered Training Organisations (RTOs) 2015</p>	<p>Standard 5 Chapter 2 - Enrolment - Clause 5.1-5.4 Standard 7 Chapter 2 - Enrolment - Clause 7.3</p>
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PURPOSE

Workzone Training adheres to the relevant compliance and legislative frameworks such as the Standards for Registered Training Organisations (SRTOs 2015). As such, Workzone Training will provide transparency in the application and administration of fees and charges including refund and will put in place a fair and reasonable refund process according to Australia's consumer protection laws.

The purpose of this policy is to provide for the appropriate application and administration of fees and handling of client refunds.

POLICY PRINCIPLES

Workzone Training implements fair and reasonable refund practices and transparent processes for fee application and administration. Workzone Training will ensure that:

1. prospective learners are aware of its fee policies in order to make informed decisions about enrolment in a course;
2. its fee and refund policy is accessible to its staff, prospective learners, and existing learners;
3. it implements and maintains a process for fair and reasonable refund and fees paid; and
4. it provides refunds for fees and charges paid by clients, where training and assessment activities have not been delivered.

FEE ADMINISTRATION POLICY PRINCIPLES

FEE INFORMATION

1. Fees for training and assessment are included on the Workzone Training website, online enrolment form and course brochures.
2. Fee for service will vary depending on the training and assessment course.
3. Workzone Training will inform its prospective learners and employers (if applicable) of the full and accurate course fees associated with the training and the refund policy before enrolment.

4. For any incidental fees that may be applicable, Workzone Training will inform the prospective learner before enrolling that such fees are a charge for an essential good or service and that the learner has a choice of acquiring this from a supplier other than Workzone Training.

FEE ADMINISTRATION

1. Workzone Training will retain accurate course fee payment, waiver, exemption or refund record for each learner.
2. Workzone Training will require payment prior commencement of training.
3. Workzone Training will allow participant course fees to be paid on behalf of the learner by their employer or another third party (if applicable).
4. Workzone Training will maintain arrangements for the protection of any fees paid in advance in accordance with 7.3 of the Standards for RTOs.
5. The CITB (Construction Industry Training Board) provide training subsidies for construction workers, apprentices and trainees who are members. Online enrolment to a Workzone Course enables allocation of the subsidy, where they apply, and where a current CITB member number is provided.

FEE PAYMENT ARRANGEMENTS

1. Workzone Training ensures that its financial practices promote the protection of fees (paid in advance and exceeding \$1500) made by any learner. Workzone Training will only adhere to the accepted fee protection measure to protect fees in excess of the threshold fee amount of \$1,500 as stated in Schedule 6 of the Standards for RTOs.
2. Workzone Training implements a non-refundable enrolment **administration fee of \$30** included in the upfront course fee.
3. Fees must be paid in full before certification will be issued.
4. Flexible payment arrangements, such as credit card (we do not accept American Express or Diners Cards), and direct debit and EFT remittance are acceptable to accommodate the diverse financial situations of clients.
5. Tax invoices and receipts are electronically emailed to the nominated email address.

OUTSTANDING LEARNER FEES

Workzone Training will not issue SOAs or Certificates if training fees are outstanding.

REFUND POLICY PRINCIPLES

1. Details of Workzone Training Refund Policy are publicly available to prospective learners and employers (if applicable), staff and existing learners and employers (if applicable).
2. Workzone Training will make learners aware of the refund policy prior enrolment.
3. With regard to all withdrawal of training, Workzone Training will first encourage a client to continue training or provide other options such as enrolling to another course date, prior to processing refund applications.
4. Refund requests must be made in writing via email to training@workzonetraining.net.au. Workzone Training will only acknowledge, and review requests based on information provided through the email. Exemptions are made in mitigating circumstances, provided there is supporting evidence.
5. No refunds will be issued for cancellations outside of the Refund Period.
6. No refunds may be given for late withdrawals, late arrivals to a course, failure to attend, leaving a course early or non-completion of a course. If deemed not competent or withdraw during the course no refund may be made payable. Only one (1) transfer or substitution is allowable before the fee for service may be forfeited.
7. The senior trainer and assessor shall use discretion to ascertain if a late arrival is permitted to enter a course. If declined, this may be classified as a late cancellation and a refund may not be payable.
8. For refund applications within the Refund Period, the refund request email must be received by Workzone Training, within the Refund Period. A refund of the course fee, less the applicable Administrative Fees will only be issued if all above criteria have been met and the learner has no previous outstanding monies with Workzone Training.
9. Workzone Training will process refund requests within 1 week from the day of receipt. Reimbursement for approved refunds may take up to 4 weeks.
10. A **non-refundable administration fee of \$30** will be subtracted from any refund granted under the terms and conditions outlined in this policy.
11. All refunds will be paid to the person or organisation that originally paid the fees.
12. Workzone Training does not accept liability for loss or damage suffered in the event of withdrawal from a course by a client.
13. Workzone Training provides a full refund to all clients, should there be a need for Workzone Training to cancel a course. In the first instance Workzone Training will

(where possible) provide an opportunity for the client to attend another scheduled course. If Workzone Training cancels a course, clients do not have to apply for a refund; Workzone Training will process the refunds automatically.

14. Refunds for cancellation of enrolments and other conditions are granted based on the refunds table in the annex of this policy.

MONITORING AND IMPROVEMENT

Continuous improvement practices are valued, constant and ongoing. Workzone Training explore and implement new ways to develop, improve, simplify, and build our capacity to improve our current systems, processes, and procedures.

We welcome feedback from industry, advisory groups, representatives, and PCBU's. Course participants are requested to complete feedback on completion of training.

The Workzone Training [Manager] is responsible for ensuring compliance with this policy. The Administration Team of Workzone Training will process refund requests.

ANNEX

Workzone Training REFUNDS TABLE

1. Workzone Training Refunds for enrolments are subject to the following refund formula.
2. "Refund Period" – within **7 calendar days** prior to commencement of training.

Refund Type	Description	Notification Requirements	Non-refundable fee	Refund
Enrolment cancellation / withdrawal from training within the "refund period"	-For all individual units NOT commenced	-In writing, within the refund period	\$30	-Full refund less the administration and processing fee
Withdrawal outside the refund period	Withdrawal from Training -	-In writing, any day beyond the "refund period"	\$30	-No refund or -In some cases, upon the discretion of the RTO, the calculated refund less the administration and processing fee
Course Cancellation	Cancellation of a course by the RTO (for any reason)	N/A	N/A	Full refund or enrolment to a different qualification
Withdrawal – "not of their own accord"	Where training ceased due to RTO closure	N/A	N/A	Full refund or referral to a different service provider