

## FEES AND REFUND POLICY

### 1. PRELIMINARY INFORMATION

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#### PURPOSE

Workzone Training makes every effort to ensure that potential learners and clients are fully aware of fees payable to Workzone Training and the terms and conditions of payment and refunds before accepting a learner for enrolment.

#### SCOPE

This document provides information and guidance to Work zone Training learners, clients and staff in relation to the fees and refunds for training products offered by Workzone Training, and the process to be followed in regard to these fees and refunds.

### 2. COURSE FEES

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#### COURSE COST

Workzone Training charges fees for participation in the training courses offered. Each training product has an established fee which varies depending on the nature of the training product, the units undertaken and the learner's circumstance, such as eligibility for Construction Industry Training Board (CITB) subsidy or other subsidy.

Learners who are not eligible for any subsidies or concessions will pay the full fee rate. Details of fees charged for each training product are available in the Fee Schedule at [www.workzonetraining.net.au](http://www.workzonetraining.net.au).

Different locations may have differing fee schedules.

Personal Protective Equipment (PPE) will not be covered by the course fees or subsidies, unless otherwise stated. Learners will be required to ensure they have appropriate PPE at the time of enrolment depending on the course in which they are enrolled. Where specific PPE is indicated as a compulsory minimum requirement for training in the course information brochure, failure to wear the required PPE may result in the learner being prevented from attending the training session and full fees being payable. The cost of PPE may be funded by the learner, employer, Job Service Provider or other referrer.

#### ADDITIONAL SERVICES FEES

Where additional services, including support services, are required by the Learner, additional fees may apply. Workzone training will not charge a fee to refer you to any external services.

Additional fees for workzone training services are detailed in the Fee Schedule at [www.workzonetraining.net.au](http://www.workzonetraining.net.au).

## **INCIDENTAL FEES**

Workzone training may charge fees for incidental expenses in addition to those required to complete the course. Incidental fees are optional and may be charged when:

- a charge for an essential good or service either purchased from Workzone Training or elsewhere for:
  - equipment or items that become the physical property of the learner and that are not fully expended during the course of study, or
  - food, transport and accommodation costs associated with the provision of field trips that form part of the course of study
- other fees as defined by Workzone Training from time to time.

## **GST**

Any training product offered by Workzone Training is subject to GST unless specifically defined under the GST Act as a GST-free education course.

Additional Services are subject to GST.

## **3. SUBSIDISED TRAINING**

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### **CONSTRUCTION INDUSTRY TRAINING BOARD (CITB) – SA RESIDENTS ONLY**

CITB subsidy is available only for South Australian resident learners and is provided upon provision of a valid CITB Identification Number prior to enrolment.

Failure to provide a valid CITB number and/or to successfully complete the course will result in full fees being payable. CITB subsidy can be varied at any time at the discretion of the CITB. For more details on CITB funding eligibility criteria, conditions and limits please go to [www.citb.org.au](http://www.citb.org.au).

## **4. PAYMENT**

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### **TIMING**

Fees for courses of \$1,500 or less are to be paid a minimum of five working days prior to commencement.

Timing of payment for fees for all other courses will be advised within the course information package and will be dependent upon a number of issues such as, but not limited to:

- Total course cost;
- Course duration;
- Whether partially funded.

**No more than \$1,500 is to be paid in advance by learners enrolled in AQF courses before course commencement or at any given time during the progress of the course to the total of the course cost.**

This does not apply where the employer or other organisation pays on the learner's behalf.

Under special circumstances payment by instalments may be negotiated. An invoice for payment is issued at the time enrolment is confirmed by Workzone Training to approved clients.

Where payment by instalment is agreed:

- all instalments are to be paid by the due date;
- outstanding instalments are to be paid even if the learner is no longer enrolled or eligible for funded/subsidised training or their contract of training is expired;
- outstanding instalments are to be paid if the learner withdraws from/does not commence/does not attend:
- a course by giving less than five working days' notice prior to the course commencement

Workzone Training reserves the right to suspend training delivery where fees remain outstanding.

Any delay in payment of fees after the due date on an invoice may result in the imposition of a late payment fee.

The issuance of a Statement of Attainment (SOA) will be withheld until all fees are paid.

### **PAYMENT OPTIONS**

Fees and charges may be paid by, credit card (VISA or MasterCard only), and/or electronic funds transfer. Online payment is available also available for online course registration. A charge may apply on credit card payments made over the phone and in person. Cheques are not accepted.

Successful enrolment applications in Workzone Training courses cannot be guaranteed until course fees (if any) are paid and receipts must be retained to verify payments. Fees are to be paid in full prior to course commencement.

Formal acknowledgement of receipt of payment will be provided to the client within seven days of funds clearing.

### **THIRD PARTY**

Payment can be made by a third party (employer or other organisation). Where a third party chooses to pay course fees, they must complete and submit an Course Registration Form.

The third party will be liable for learner's fees invoiced by Workzone Training, even if:

- the learner withdraws from the course prior to or after course commencement and there is not entitlement to a refund or adjustment of fees;
- the learner's employment with the third party is terminated; or
- the learner is deemed not competent
- the learner does not attend training and does not provide required notice
- the learner leaves training early

If the learner's employment with the third party is terminated, the third party and the learner must advise Workzone Training of the employment termination to [training@workzone.net.au](mailto:training@workzone.net.au). If the employment termination is not notified to workzone Training, the third party will remain liable for any learner's fees incurred after the employment termination.

## 5. REFUNDS

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Fees might be refunded under limited circumstances.

### CANCELLATIONS

Workzone Training might cancel a course due to low registrations. Reasonable notice of cancellation including an offer of transfer to another course will be given to learners or full refund.

If Workzone Training cannot deliver one or some units of competency scheduled in a particular training program, a refund for the portion of fees paid for which unit/s was/were not received will be processed.

Refunds will be processed within thirty calendar days of course cancellation. No administration fee will apply.

If Workzone Training is unable to deliver or continue delivering a training session due to causes beyond its control, including but not limited to natural disaster, threat of security and/or power shortage, the training will be cancelled or ceased, and learners will be entitled only to be transferred to another training session and not be refunded.

Workzone Training does not provide refunds for the following (this list is not exhaustive):

- Learner non-attendance (outside of cancellation notice period)
- A learner being deemed Not Yet Competent. Resits may be available depending on the requirements of the course and are charged at full fee rate.
- A learner being refused entrance to the course because of lateness.
- A learner being ejected from the course because of unreasonable or otherwise disruptive behaviour.
- A learner choosing to leave the course early (e.g. because of illness or an appointment)

### WITHDRAWALS AND NON-ATTENDANCE

Where learners withdraw from training by giving a minimum five working days' notice prior to the course commencement, all fees excepting a non-refundable administration fee will be refunded. No refund is given if training is cancelled with less than five working days' notice prior to course commencement. Two working days' notice apply to withdrawals from training taken under the 'We'll shout you' offer. The **full course fee** is charged if learners enrol in a short course by taking the 'We'll shout you' offer and they then fail to attend or do not provide two working days' notice or if they are found not competent or do not provide a valid CITB number.

Late arrivals may not be permitted to enter the training session. This will be at the discretion of Workzone Training. If Workzone Training determines that you are too late to be able to enter the training session, it will be classed as a non-attendance and full fees will be payable.

## **WITHDRAWAL NOTICES**

Withdrawal notices must be given in **writing**:

- by advising by email to [training@workzone.net.au](mailto:training@workzone.net.au) for short courses' withdrawals
- Where a refund is determined to be payable:
- the Administration Team will calculate the payment;
- the General Manager – Training will check and authorise the payment;
- Accounts payable staff process the payment;
- Current signatories will approve EFT.
- Refunds will be processed within thirty calendar days of refund request submission, provided that the fees have been cleared through Workzone Training bank account.

## **EXCEPTIONAL CIRCUMSTANCES**

Circumstances such as illness and traumatic events may be considered as 'Exceptional Circumstances' for refund purposes. Learners will be required to provide evidence to support claims of exceptional circumstance e.g. Illness (doctor's certificate) or family crisis. Request for refunds must be made to Workzone Training within five days of formal notification of cancellation and are approved at the discretion of Workzone Training.

Under no circumstances is a refund provided for fees paid by the employer if the employment relationship is terminated and late notification of cancellation is given. However, where the learner is unable to commence a short course, the employer might nominate a suitable substitute attendee to the course (subject to eligibility and enrolment conditions).

## **COMPLAINTS AND APPEALS**

Should a Learner wish to appeal against a decision not to award a refund, they may do so by completing a Complaints and Appeals form, attaching any related documentation as evidence and submitting their appeal to Workzone Training by following the process set out in the Complaints and Appeals Policy located at [www.workzonetraining.net.au](http://www.workzonetraining.net.au).