



SC5 RTO Qualification Fees and Refunds Policy

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Purpose

The purpose of this policy is to outline Wise Workplace Training's approach to managing RTO Qualification fees and refunds and to demonstrate how fees paid in advance are protected by Wise Workplace Training. This complies with Clauses 5.3, 7.3 and Schedule 6 of the Standards.

Definitions

ASQA means Australian Skills Quality Authority, the national VET regulator and the RTO's registering body

Fee Payer means the nominated payer of a student's course fees, usually either the student or the employer paying on behalf of the student

SRTOs means the Standards for RTOs 2015 – refer definition of 'Standards'

Standards means the Standards for Registered Training Organisations (RTOs) 2015 of the VET Quality Framework which can be accessed from www.asqa.gov.au

Policy

1. Information about fees and charges

Wise Workplace Training protects the fees that are paid in advance by students.

Wise Workplace Training does not require a student to ever pay more than \$1500 in advance for services not yet provided, either prior to course commencement or at any stage during their course. Fees will be paid off at course commencement or during the course in instalments according to a set payment plan.

Fee information relevant to a course is outlined in detail on the Student Agreement and summarised on the Course Outline as well as the RTO's website. In compliance with Clause 5.3 of the Standards, detailed fee information is provided prior to enrolment or commencement of training, whichever is first.

Fee information includes:

- All costs for the course including any materials fees or levies
- Payment terms

The material students are provided with before enrolment includes this *Fees and Refunds Policy* and informs the student of their consumer rights. Students are asked to sign the *Student Agreement* in acknowledgement of the terms and conditions of the enrolment and this policy.

Where an employer is paying for a student's course, an *Employer Agreement* may be provided at the time of enrolment outlining the total fees, payment terms and schedule of payments applicable. Alternatively, the RTO may work according to the Employer's preferred process and terms of service.



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Students have the right to a 'cooling off period' if they signed up to a course via direct marketing (e.g. as a result of tele-marketing, direct approach in a public place or door-to-door sales). The cooling off period is 10 days from the date they signed their Agreement. To exercise this right, the student may notify Wise Workplace Training in person, via post, emailed or sent via fax notify our office in writing within 10 days of signing the agreement. Wise Workplace Training will refund any payments received within the cooling-off period where the period is applicable.

2. Course fee inclusions

Course and tuition fees include:

- All of the training and assessment required for students to achieve the qualification or course in which they are enrolling within the attempts allowed. However, in the case of re-assessment, where a student fails to achieve a satisfactory outcome after three attempts at an assessment task, an additional fee may apply for additional training and re-assessment. This fee is outlined on the Student Agreement.
- One copy of the required texts and learning materials for each student unless otherwise stated on the Course Outline.
- Issuance of one set of certification documents including the testamur (certificate) and record of results and/or a Statement of Attainment (in the case of withdrawal or partial completion). Re-issuance or additional copies of these documents will attract a fee of \$50.00 per document.

Course and tuition fees do not include:

- Any optional textbooks and materials that may be recommended but not required to complete a course.
- Replacement textbooks if original copies are lost or misplaced. Costs for replacement textbooks are outlined on the Student Agreement.
- Stationery such as paper and pens.
- Uniform (if required for placement).
- Re-assessment if required, as outlined above.
- Re-issuance of AQF certification documents – a cost of \$150 per document applies.
- Direct debit setup, transaction and dishonour fees (where applicable).
- Credit card payment surcharges.

Wise Workplace Training cannot guarantee that students will successfully complete the course in which they enrol regardless of whether all fees due have been paid.

Students who exceed the maximum two year period for extensions must pay an additional \$250 for each unit that is extended six months. Additional extension periods will accrue additional fees, and the grant of extensions is at Wise Workplace Training's discretion.

At times, Wise Workplace Training may offer free extensions to students in groups based on their course intake or course progress. This may also occur in case of national emergency and other events causing significant widespread impact.

3. Payments

Payments can be accepted by electronic transfer, credit card, money order or direct debit.

Credit card payments incur a surcharge of 2% transaction.

Students who are experiencing difficulty in paying their fees are invited to call our office to make alternative arrangements for payment during their period of difficulty.



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Debts will be referred to a debt collection agency where fees are more than 40 days past due.

Wise Workplace Training reserves the right to suspend the provision of training and/or other services until fees are brought up to date. Students with long term outstanding accounts may be withdrawn from their course if payments have not been received and no alternative arrangements for payment have been made.

4. Refunds for fee-for-service students

All course fees for fee-for-service students include a non-refundable deposit which is detailed on the Course Outline and Student Agreement. The deposit is non-refundable, except in the circumstances detailed below.

- A full refund of any fees paid (including the deposit) will apply where a student withdraws or cancels their course in writing within the cooling off period. The cooling off period is 7 days and applies from the date of first enrolment or sign-up.
- A full refund of any fees paid (including the deposit) will apply if Wise Workplace Training is required to cancel a course before it commences due to insufficient numbers or for other unforeseen circumstances.

In the unlikely event that Wise Workplace Training or any third parties responsible for delivering training and assessment on its behalf, is unable to deliver the course or any portion of the course as promised, the student will be issued with a refund for the course or portion of course that was not provided. This includes the following situations:

- Where Wise Workplace Training or any third parties delivering training and assessment on its behalf ceases to operate.
- Where Wise Workplace Training ceases to deliver the course in which a student is enrolled and the agreement is terminated.
- Where Wise Workplace Training needs to make a change to the terms of the student agreement (such as the way the course is delivered or conditions of enrolment) and a new agreement cannot be reached with the student to account for changes.

In any of the above situations, Wise Workplace Training will automatically conduct a refund assessment of all affected students and issue the refunds due accordingly. In these cases there is no need for a student to make an individual application for a refund. Refunds will be issued within 28 business days.

Students who withdraw from a course may seek a refund or a reduction in fees owing by making an application for a refund in writing using the *Application for Refund Form*. The application must include the details and reason for the request. Students who have not completed a Withdrawal Form are not eligible for consideration of a refund or reduction in fees.

The refund assessment will be based on reviewing the services provided to the student and the costs incurred by Wise Workplace Training to provide those services.

The outcome of the refund assessment will be provided in writing to the student's registered address within 28 business days, outlining the decision and reasons for the decision along with any applicable refund or adjustment note. Refund decisions can be appealed following our *Complaints and Appeals Policy and Procedure*.

A student not achieving the qualification or unit/s in which they enrolled due to exhausting their attempts at assessment, does not entitle the student to a refund.

RPL application fees are non-refundable.

5. Recording and payment of refunds

Refunds will be paid to the person or organisation that made the original payment.

Refund assessments can be appealed following our *Complaints and Appeals Policy and Procedure*.

Records of refund assessments and issuance of refunds will be stored securely on the student's file and in our accounts keeping system.



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6. Publication

Wise Workplace Training will publish in a prominent place on its website the following:

- Costs for fee for service programs.
- This *RTO Qualification Fees and Refunds Policy*.