

## SC5.3: Short Course Fees and Refunds Policy

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### Purpose

The purpose of this policy is to outline Wise Workplace Training's approach to managing **Short Course (SC)** fees and refunds and to demonstrate how fees paid in advance are protected by Wise Workplace Training.

### Definitions

**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

**SC** means Short Course

**WWT** means Wise Workplace Training

### Policy

#### 1. Course fee inclusions

Course and tuition fees include:

- All of the training and assessment required for students to achieve the learning outcomes of the course in which they are enrolling in.
- One copy of the required texts and learning materials for each student unless otherwise stated on the Course Outline.

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.

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

### 2. Payers and pay schedules

WWT will provide invoices for SC sessions on the following schedule:

- Immediately upon enrolment, if the session is to occur within the quarter;
- Immediately once the session has enough enrolments to confirm the date(s), even if the session is not until a later quarter; or
- earlier if requested by a Fee Payer.

Fees should be paid by course commencement or, where one has been agreed, may be paid in instalments according to a set payment plan.

Where an employer or third party is a Fee Payer, an *Employer Agreement* can be provided at the time of enrolment outlining the total fees, payment terms and schedule of payments applicable. This will only be provided upon request.

WWT occasionally offers special prices, discounts or group fees. Unless listed on our website or specifically stated otherwise, these offers may not be transferred, extended, or rescheduled. The full fees for any such changes will apply (as set out below).

### 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.

Debts will be referred to our Group debt collection team where fees are more than 40 days past due. WWT reserves the right to suspend or withdraw the provision of training and/or other services until fees are paid.

### 4. Cancellation, refunds and transfers by student

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 confirmed their enrolment in writing. 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.

If a student wishes to withdraw, reschedule, transfer or cancel an enrolment, the following conditions apply.

**Transfer enrolment in a session to another student:** no additional fees will be charged. Transfer is not available once a session has commenced.

**Reschedule enrolment to another session of the same course:**

- At least 21 days prior to the session: no additional fees will be charged
- Within 21-10 days of the session: at least 50% of the course fee must be paid. No additional fees will be charged.

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- Within 10 or fewer days of the session: 100% of the course fee is due, and reschedule is not available.

### **Change enrolment to a different course:**

- At least 21 days prior to the session: no additional fees will be charged, but fees will be adjusted to reflect any difference in price.
- Within 21-10 days of the session: at least 50% of the new course fee must be paid. Fees will be adjusted to reflect any difference in price.
- Within 10 or fewer days of the session: 100% of the original course fee is due, and the change is not available.

### **Cancel enrolment without transferring to a different session, course or learner:**

- At least 21 days prior to the session: a full refund is available for any fees already paid.
- Within 21-10 days of the session: 50% of the course fee is due. If more than this has been paid, the difference will be refunded.
- Within 10 or fewer days of the session: 100% of the course fee is due.

Where a student fails to advise of cancellation, withdrawal, transfer or change and an invoice has been presented, the above fee conditions will apply.

## **5. Cancellation or reschedule by WWT**

In the unlikely event that WWT 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 **regardless of the timelines above**.

This includes the following situations:

- Where matters outside of WWT's control (including illness, disaster, service interruption, etc) prevent WWT from delivering the program.
- Where WWT or any third parties delivering training and assessment on its behalf ceases to operate.
- Where WWT ceases to deliver the course in which a student is enrolled and the agreement is terminated.
- Where WWT 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, WWT will contact students to discuss whether they would like to change, transfer, reschedule or cancel their course. Where confirmed, refunds will be issued within 28 business days of the relevant information being provided.

Once a session has been cancelled and student has nine months to respond to WWT's contact to discuss their preference. If this period elapses with no contract, then no refund, reschedule, transfer or change will be available.

Any of the above may be varied to provide additional benefit to a student or to avoid unfairness, at the sole discretion of WWT.



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### 6. 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.

### 7. Publication

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

- Costs for fee for service programs.
- This Short Course Fees and Refunds Policy.