



WEMAC Training Solutions

FEES AND REFUND POLICY & PROCEDURE

POL 501 Standard / Clause: 5.3 5.4 7.3 Sch: 6

PURPOSE

This policy will provide guidelines and procedures to ensure WEMAC Training Solutions (WTS) and continues to meet the requirements of the Standards for Registered Training Organisations 2015 in respect to collection of fees and providing a refund to individual learners.

The following reflects WTS's collection of fees and refund process:

To provide for appropriate handling of clients' payments and to facilitate refunds in the case of cancellation by either party. The refunds process will allow clients the option to disengage from training.

SCOPE

This policy covers all fees payable by individual learners for training services provided within WTS's scope of registration that are not publicly funded i.e. traineeships or Priority Industry Training (PIT) programs.

This policy applies to short courses, qualifications and RPL fees and refunds.

PROCEDURE

WTS's collection of fees:

- All students seeking to enrol in a course at WTS will be advised of fees and all charges associated with the course. This includes students enrolled directly or through a third party.
- On enrolment WTS's requests a deposit equalling 20% of the course cost or \$200 (whichever is the lower amount) in advance.
- Course fees payments or deposit up to \$1500 are required 7 working days prior to the commencement of the course. **At no time will WTS invoice an individual learner more than \$1500 prior to the commencement of a course.**
- If full payment is not received prior to course commencement the client is required to pay the remainder of the fees at the completion of the course.
- If students wish to transfer to another course, or apply for recognition of prior learning, 14 working days' notice is to be given.

- **SHORT COURSES:** WTS requires full payment of fees for short courses on the first day of the course, before commencement. If the requirement occurs the following refund process will apply.
- **QUALIFICATIONS:** Payment plans are available for learners undertaking qualifications. Learners who require a plan must notify WTS before course commencement. Plans are offered on the understanding that no qualification will be issued before full payment is received. If the requirement occurs the following refund policy will apply.

Refund Process

Reason for Refund		Notification Period	Minimum Refund
1.	Clients withdraw	More than 7 days before course commences	Short Course: Full refund Qualification: Deposit paid less \$100 administrative fee
2.	Clients withdraw	Within 7 days prior to the course commences	Short Course: Less \$100 administrative fee Qualification: Deposit paid less \$100 administrative fee
3.	Clients withdraw	After the course commences	Short Course: No refund given Qualification: No refund given

Note: WTS retains the right to negotiate with individuals who, due to financial hardship, may require special consideration, without establishing a precedent.

If a client commences a course, but does not complete the course, the full course fee is payable.

- Where circumstances warrant, an agreement may be made with the Director of WTS for a reduced fee to be paid.
- The maximum time within which a refund can be claimed will be at the discretion of the Director of WTS.

Student Entitlement

Students are entitled to full refunds when:

- The course does not commence on the agreed day
- The course/module/unit of competency is cancelled
- A student is not given a place due to maximum numbers being reached

Where the client is entitled to a refund of fees under this policy, the refund will be paid no later than 30 days after approval of written request for a refund from the student and subsequent to all relevant details being supplied.

Refunds will only be made by direct deposit (electronic funds transfer) into a bank account nominated by the client, as per the refund form details.

Details of all refunds will be retained.

Director's Signature: 

Date: 03/01/2024