

Fees and Refunds Policy

PURPOSE

This policy ensures that Trainwest collects fees and provides refunds for training and assessment services according to payment terms agreed at student enrolment or client service agreement.

SCOPE

This policy applies to all Trainwest staff involved in receiving payments and providing refunds to students, clients and other stakeholders.

RESPONSIBILITIES

Chief Executive Officer (CEO)	<p>Ensure all fees and charges comply with relevant standards, legislation and funding contracts.</p> <p>Make refund decisions for students based on the rights of students in relation to the requirements of this policy, where applicable.</p>
General Managers	<p>Ensure this policy is communicated and adhered to.</p> <p>Uphold the rights of students in relation to the requirements of this policy.</p> <p>Receive and consider student requests for refunds based on information provided in the Client Refund Form.</p> <p>Liaise with the CEO in communicating cases whereby students may be eligible for a refund as per the conditions of this policy.</p> <p>Communicate with students regarding outcomes of fee refund decisions.</p>
Administration Staff	<p>Process fees and charges in accordance with this policy, relevant procedures, standards and legislation.</p> <p>Collate client refund forms and supporting evidence and documents, including fee waivers and concessions.</p> <p>Liaise with General Managers upon the submission of a completed Client Refund Form.</p> <p>Process eligible student refunds as per the conditions of this policy.</p>

Policy Statement

Trainwest is committed to ensuring compliance with the [Standards for Registered Training Organisations \(RTOs\) 2015](#) and provides appropriate handling of student payment refunds. This policy is designed to be fair and equitable for all students.

Protection of Fees

Trainwest applies the following fee protection measures:

- We will not collect pre-paid fees of more than \$1500 from each individual student prior to course commencement
- Following course commencement may require payment of additional fees from the student but only such that at any given time, the total amount required to be paid which is attributable to training services yet to be delivered, does not exceed \$1500
- This information is outlined in the Student Information Handbook and on the Enrolment Form
- Fees are collected in line with the [Standards for RTOs 2015](#) requirements

Fees and Charges

Fees and charges are outlined on our website, marketing materials and service agreements. The total amount of all fees includes:

- Course fee
- Administration fee
- Resource fee
- Issuance of qualifications or certificates
- Any other charges

Payment Terms and Methods

Information on payment terms and methods are provided to students prior to course commencement. These options are:

- Payment can be made through cheque, bank transfer, credit card or cash
- Trainwest will accept purchase orders from companies and will work with the organisational terms and conditions of payment

Interest fee payment plans

This process is as follows:

- All students have access to Trainwest's interest free payment plan and terms and conditions apply. The standard payment amounts are:
 - \$ 500.00 payable prior to course commencement
 - \$ 250.00 payable on a fortnightly basis
- Payments are accepted via direct debit or credit card
- Any debt collection costs associated with payment plans are the responsibility of the student
- Qualifications and Statements of Attainment are not issued until course fees are paid in full
- If two consecutive payments are declined/not received without prior discussion, the account is forwarded to a collection agency
- If the agreement duration is longer than six months, an administration fee of \$100 may be added to the account

- If an instalment due date falls on a public holiday or weekend, the payment is processed on the following business day

Processing Refunds

Refunds are provided in accordance with the following processes:

- Non-attendance will result in a \$500 charge and remainder of course fees eligible for refund
- If you wish to transfer to another course, five days notice prior to course commencement must be given
- If you wish to cancel, five (5) days notice must be received to avoid cancellation fees
- If you wish to cancel and provide less than five days notice, a \$100 non-refundable administration fee applies and the remainder of the course fees eligible for refund
- If a course is commenced but not completed without notification, the full cost is payable

Students may have extenuating circumstances that prevent them from attending scheduled course dates or completing study. These circumstances may include, but are not limited to:

- Illness
- Employment restrictions
- Family or personal matters
- Other extraordinary reasons

Students are entitled to a full refund of fees and charges where:

- A course is cancelled or re-scheduled by Trainwest to a time unsuitable to the student; and
- Notice of five (5) or more days is provided.

Where evidence can be successfully provided to support the student's circumstances, course fees may either be transferred to the next available course or a pro-rata refund may be issued. The decision on extenuating circumstances rests with the CEO and/or General Managers and is assessed on a case-by-case basis.

All applications for a refund or transfer must be submitted using the [Client Refund Form](#).

Where a student breaches Trainwest policies and procedures, no refund is payable.

Quality Management

In our commitment to maintaining high-quality standards and compliance with the VET Quality Framework, regular monitoring and review activities take place, documented in our current [QA Calendar](#).

This policy undergoes a systematic review during our annual internal audit, reinforcing its role in achieving quality objectives and compliance standards.

Identified issues and improvements in this process, along with related practices and systems, are recorded in the [CI Register](#), as per our [Continuous Improvement Procedure](#). Employees are encouraged to contribute to continual improvement by submitting a [CI Request](#) if they identify any issues or improvement opportunities.

To ensure the effectiveness of these actions, the Management Team and QA Coordinator oversee the review process, ensuring implementation within our [Quality Management System \(QMS\)](#) and across all operations.

DEFINITIONS

Fees	A payment made to a professional person or to a professional or public body in exchange for advice or services.
Fee-for-Service	Training for which most or all of the cost is borne by the student or a person or organisation on behalf of the student.
Refunds	To return payment; to will refund money; reimburse; repay; pay back; compensate.
Registered Training Organisation (RTO)	An organisation, registered with ASQA in accordance with the requirements of the VET Quality Framework, to provide specific vocational education and training and/or assessment services.
Standards for Registered Training Organisations (RTOs) 2015	Also referred to as the Standards, they form part of the VET Quality Framework, a system which ensures the integrity of nationally recognised qualifications. The Standards are enabled by the <i>National Vocational Education and Training Regulator Act 2011 (NVR Act)</i> . RTOs are required to comply with these Standards in order to be an RTO in Australia.
Third Party	Any party that provides services on behalf of the RTO but does not include a contract of employment between an RTO and its employee.
VET Quality Framework	The VET Quality Framework comprises the: <ul style="list-style-type: none"> • Standards for Registered Training Organisations 2015 • Financial Viability Risk Assessment Requirements 2021 • Data Provision Requirements 2020 • Australian Qualifications Framework

Refer to our [Glossary](#) for a list of all Trainwest terms and definitions.

RELATED DOCUMENTS

Internal

Policies	Access and Equity Policy Complaints and Appeals Policy Enrolment Policy Financial Management Policy Governance Policy Issuance Policy Marketing and Advertising Policy Privacy Policy Third Party Arrangements Policy
Procedures	Complaints and Appeals Procedure Continuous Improvement Procedure Issuance Procedure Marketing and Advertising Procedure Third Party Arrangements Procedure
Guides	Trainwest Student Handbook Trainwest Student Handbook – Third Party
Forms	CI Request Client Refund Form Enrolment Form (PowerPro)
Systems	CI Register PowerPro (Student Management System) Quality Management System (QMS) Trainwest Intranet Trainwest Website

External

Legislation	Standards for Registered Training Organisations (RTOs) 2015, Clauses 5.2, 5.3 and 7.3
Compliance	Department of Training and Workforce Development (DTWD)