

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 Trainwest students, clients and all employees 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 conditions of this policy.</p> <p>Receive and consider student requests for refunds.</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 documentation, including fee waivers and concessions.</p> <p>Liaise with General Managers upon the submission student refund requests</p> <p>Process eligible student refunds as per the conditions of this policy.</p>
Students and Clients	<p>Ensure all fees and charges are paid for services as per the invoice and payment plan and options.</p> <p>Submit in writing refund requests providing relevant information that will assist Trainwest in assessing and processing refunds.</p>

Policy Statement

Trainwest is committed to ensuring compliance with the [Standards for Registered Training Organisations \(RTOs\) 2015](#) (the Standards) 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 do not collect pre-paid fees of more than \$1,500 from students 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 \$1,500
- This information is outlined in our Student Handbooks and Enrolment Forms
- Fees are collected in line with the Standards requirements.

Fees and Charges

Fees and charges are outlined on our website, marketing materials and service agreements. The total amount of all fees may include, but not limited to:

- Course fee
- Administration fee
- Resource fee
- Issuance of qualifications or certificates.

All fees and charges are provided in our Fee Schedule.

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
- Purchase orders from companies as per organisational terms and conditions of payment.

The process is as follows:

- All students have access to Trainwest's interest free payment plan with applicable terms and conditions. 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.

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
- 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 uphold the highest standards of quality across all our operations, our Quality Management System (QMS) integrates measures for quality control, quality assurance and continuous improvement.

This policy undergoes a systematic review during our annual internal audit, as per our Internal Audit Procedure, reinforcing its role in achieving quality objectives and compliance standards. Ongoing review activities are documented as per our Quality Assurance Procedure.

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.

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.
VET Quality Framework	The VET Quality Framework comprises the: <ul style="list-style-type: none"> • Standards for Registered Training Organisations (RTOs) 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 Records Keeping Policy
Procedures	Complaints and Appeals Procedure Enrolment Procedure Issuance Procedure Marketing and Advertising Procedure
Guides	Student Handbook Third-Party Student Handbook
Forms	Client Refund Form Enrolment Form Enrolment Form (Funded) Enrolment Form (PowerPro)
Systems	Fee Schedule PowerPro (Student Management System) Quality Management System (QMS) Trainwest Intranet Trainwest Intranet – Funding 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) DTWD – VET Fees and Charges Policy