

## TS 2.9 Fees and Refund Policy

### Purpose

Fees for students studying at Westvic Staffing Solutions generally consist of two components – a tuition fee and other fees (including any resources / enrolment fees).

The tuition fee may differ from individual to individual and is largely dependent on specific factors such as the student's age, the course classification and any qualifications the student already holds.

The other fee covers the cost of materials purchased by Westvic Staffing Solutions to be used and retained by the student in the course of their training. Examples of other fees are safety wear, class materials, uniforms and trade tools.

### 1. Fees and Charges - Qualifications

- 1.1 Westvic Staffing Solutions fees and charges policy is based on the conditions specified by the State Regulatory Body (VRQA) and the State Funding Body (Department of Education and Training Vic).
- 1.2 Students will be provided with the following fees information **prior to enrolment** in their [Student Statement of Fees](#) and their Pre-Training Review & Assessment:
  - The total amount of all fees including tuition fees, other fees (including resources) and any other charges
  - The [Student Information Booklet](#) and the [Fees and Refunds Policy](#).
- 1.3 Fees may vary for each individual based on their eligibility for funding or concession, the qualification being undertaken and the individual needs of the student. Specific details are found in the Student Statement of Fees – Agreement included in the [Student Information Booklet](#).
- 1.4 For the full Fees Summary including all current fees and charges refer to the Westvic Staffing Solutions website: [www.westvic.org.au/do-you-need-training/fees](http://www.westvic.org.au/do-you-need-training/fees).

### 2. Fees and Charges - Short Course / Unit only Enrolments

- 2.1 Individual unit(s) of competency will be offered as a Short Course with a Fee For Service rate.
- 2.2 The Short Course rates will be published in the Fees Information Summary and will include (as applicable):
  - Tuition Fee proportionate to the duration in hours of the unit(s) included in the Short Course
  - Enrolment, administration and processing fee; Training delivery and assessment fee; Certification fee
  - Other Fees (including resources), to cover various resources related to the Short Course
- 2.3 The Fee For Service rate for any Short Course with no accredited units (i.e. Non-accredited) will be published on the Westvic Staffing Solutions website in the Fees Information Summary and with any course published materials.

### 3. Credit Transfer

- 3.1 A fee will not be charged for units for which a Credit Transfer has been established at the point of enrolment.

### 4. Recognition for Prior Learning (RPL)/Recognition of Current Competency (RCC)

Westvic Staffing Solutions is not contracted to deliver RPL and RCC and will connect students with a RPL/RCC provider if applicable. The list of RPL approved providers can be found by clicking on this link [TS 7.18 DET – RPL Approved Providers List 16 Jan 2017](#)

### 5. Re-Issue / Replacement Fee (Certification)

- 5.1 The fee for the re-issue of certification documents (Statement of Attainment / Certificate / Record of Results) is \$22.00 (GST exempt) per course per re-issue request, payable on receipt of a re-issue request.

## 6. Replacement Resources/Materials

- 6.1 Where a student requires a replacement resource, this will incur an additional fee which will be on a pro-rata basis based on the original other / resource fee.

## 7. Outstanding Fees

- 7.1 In the event of unpaid or outstanding fees (including an periodic payment-plan), Westvic Staffing Solutions will reserve the right to:
- Cease training/assessment until outstanding fees are paid in full
  - Suspend the completion process including, any Training Contract Completions
  - Suspend any further enrolments with Westvic Staffing Solutions
  - Referred to our Business Services department for recovery

## 8. Refunds

- 4.1 General Refund Arrangements
- 4.2 Refund of fees is not automatic. If a student withdraws / cancels from government subsidised training, an application for a refund must be lodged before a refund can be granted. The [Request for Refund of Fees](#) form will need to be completed as part of this application. Any student withdrawal/cancellation will be reported to the State Funding Body by Westvic Staffing Solutions to enable reconciliation and adjustments to be made to any claims for government subsidy.
- 4.3 Where a student withdraws / cancels from a training with no government subsidy (Full Fee), the same process will be followed as outlined above, except for the government subsidy requirements.
- 4.4 If a student cancels / withdraws **within** the **Cooling off Period** (see below):
- a full refund of the Tuition Fee will apply
  - a full refund for Other Fees and charges, including resources will apply.
- 4.5 If a student cancels / withdraws **after** the **Cooling off Period**, but within the first four weeks of commencement of training:
- a refund of the Tuition Fee will apply (less an administrative fee of \$250)
  - a full refund for Other Fees and charges, including resources (in original condition) will apply
  - no refund for any Enrolment Fee charged will apply (non-refundable)
- 4.6 If a student cancels / withdraws four weeks or more after commencement of training:
- no refund for Other Fees and charges (including resources) will apply after the four week period has elapsed
  - no refund for any Enrolment Tuition Fee charged will apply (non-refundable)
- 4.7 If the course is cancelled by Westvic Staffing Solutions, a full refund of all Fees will be provided.
- 4.8 In the unlikely event that Westvic Staffing Solutions closes before or after a student commences training the following refund will apply:
- During training: A pro-rata refund based on hours completed to date will apply
  - Prior to commencement: A full refund will apply
- 4.9 All students enrolled with Westvic Staffing Solutions are entitled, at no additional cost, to a Statement of Attainment and Record of Results on withdrawal, cancellation or transfer, prior to completing the course/qualification. This is on the proviso that the student has paid in all fees in full which are related to the units of competency to be shown on the Statement of Attainment and Record of Results.
- 4.10 The Training Services Manager may authorize refunds or vary amounts as appropriate.
- 4.11 Any refund will be payable within four weeks of the [Request for Refund of Fees](#) form being received by the General Manager.

## 9. Cooling off Period

- 9.1 Students have a right to cancel their training as identified in the **Student Statement of Fees - Agreement** within 10 business days from the date they signed / received this agreement.
- 9.2 Any payment made will be fully refunded if a student changes their mind within the cooling off period. The cooling-off period begins on the first business day after the agreement was made and signed.

## 10. Accounts and records of tuition contributions

- 10.1 Westvic Staffing Solutions accounts and records clearly distinguish income and expenditure for fee-for-service training from government funded training.
- 10.2 Westvic Staffing Solutions has established and maintains a separate ledger account to record receipt of income from tuition contributions and payment of refunds of tuition contributions.
- 10.3 Westvic Staffing Solutions keeps records and evidence to support fee waivers and concessions granted.
- 10.4 A copy of the student acceptance agreement for fees and charges is kept in the students file along with any details of any fees and charges and refunds for a period of 2 years after the cessation of students' study.
- 10.5 Westvic Staffing Solutions will ensure fees paid in advance of training are protected by maintaining a financial Guarantor arrangement with a financial institution.

## 7. Fee Protection

- 7.1 Westvic Staffing Solutions ensures the protection of all student pre-paid fees (fees in advance) through the holding of an unconditional financial guarantee.
- 7.2 This bank guarantee is retained at an amount no less than the total amount of prepaid fees held by us in excess of the threshold prepaid fee amount for each learner for training services to be provided.

## 8. Payment Methods

- 8.1 Students are required to pay all their fees (tuition and other resources/enrolment) in full at the time of enrolment by cash, cheque, credit card or bank transfer. Alternatively, students may organise a payment plan / direct debit facility to make periodic-payments toward their fees.
- 8.2 Where a Payment Plan option is chosen by a student, the total fees charged for the duration of the enrolment will be invoiced at the time of enrolment, with payments made against this invoice over a maximum pre-determined period of their course enrolment (maximum 12 months). The Payment Plan will identify the deposit and periodic-payment amounts and the scheduling of payments.
- 8.3 A minimum deposit of 20% of the total fees will be required prior to the commencement of training.
- 8.4 All periodic-payment amounts will be processed via a Direct Debit facility, with the nominated payee responsible for all payments in accordance with the Payment Plan.

### RELATED POLICIES AND REFERENCES

[TSF 202 Request For Refund Of Fees](#)  
[TSF 203 Student Statement of Fees](#)  
[TS 5.3 Recognition policy](#)  
[TSF 205 Fees Information Summary](#)  
[TSF 414 Student Information Booklet](#)