

# Fees and refunds policy

January 2015

## Subsidised courses

Some of the training programs delivered by Workspace Training are subsidised by government funding bodies. In these instances, the payment of fees by the student or their employer is limited to the enrolment fee or other amounts specified by the funding body.

Contributions paid by the student or their employer will be due on commencement of the course, unless other arrangements have been made with Workspace Training. Once the training has commenced, no refund will be payable.

## Fee-for-service courses delivered by Workspace Training

Fee-for-service courses should be paid for according to the arrangements made with Workspace Training. We do not collect up-front fees in excess of \$1,500. In the case of extended training programs, fees are often payable at the commencement and midway points. The particular arrangement will be negotiated in advance of the course. All fees include course notes and other training resources. Once fees have been paid, no refund will be provided.

## Specialist courses delivered by our auspicing partners

Many of the specialist courses we offer are delivered under an auspicing arrangement with partnering training providers. In all cases, the partnering organisation employs the specialist trainer, and the fees are set by that organisation.

Fees should be paid direct to the specialist training provider, according to the arrangements negotiated with them. Up-front fees are never in excess of \$1,500. Once fees have been paid, no refund will be provided.

All questions or problems relating to the payment of fees should be directed to the specialist trainer in the first instance. If a resolution cannot be reached, the matter should be referred to us for follow-up.

The procedure we use for resolving disputes is set out in our *Complaints and Appeals Policy*. This can be found on our website on the 'Training delivery' page.