

## Policy Name: Fee for Service Fees, Charges and Refunds Policy

Effective date	April 2023	Date of last revision	March 2023	Version no.	4.1
Person responsible	Managing Director Streamline Training				

### Purpose

The purpose of this Policy is to ensure that Streamline Training has a fair and equitable fee structure and refund policy for fee-for-service students/clients, paying full fees.

### Definitions

**Student** – the participant in the training and assessment activity.

**Client** – third party fee-paying entity.

**Commencement/Commenced** – If a student has created a login and logged into the system then this student will be considered a “Commenced Student”. This is because students will have access to the learning management system, learning materials and assessments.

### Policy

#### Fees and Charges

The following fee information is to be provided to each client/student prior to their enrolment:

- The total amount of all fees includes course fees, administration fees, materials fees and any other charges are available in the Fee Schedule (refer to *Fee Schedule*).
- Streamline Training will strive to maintain highly competitive fair and reasonable fee structures, outlining all fees and charges in the *Fee Schedule*.
- Streamline Training adjusts its fees and charges from time to time. Changes to fees will be fairly and equitably applied, advertised and clearly indicate the date from which the change will take effect.
- Streamline Training provides details of course fees in all course information (refer to *Student Information Policy*).
- Course fees may be negotiated with individual students, as approved by Managing Director Streamline Training.
- The Managing Director Streamline Training may discount or waive course fees (for example in cases of severe financial hardship) at their discretion, and where such waiver falls into compliance with any “Funding body” policy (as relevant).
- Confidentiality regarding fee arrangements is expected from students.
- Clients/students must be provided with a receipt for all fees paid.
- Streamline Training guarantees to complete the training and assessment once the student has commenced study in their chosen qualification or course.
- Refunds can be requested using the Streamline Refund Request Form, and
- conditions under which a refund would be provided is outlined in the section below.

#### Payment terms and arrangements:

- The minimum Course Fee payment for Workplace (blended) delivery is established prior to enrolment of each course unless the written invoice indicates otherwise. Minimum fee payments for on-the-job training, corporate training and short courses will be as per the invoice.

- In accordance with Schedule 6 of The Standards; Streamline Training adopts the following to protect fees paid in advance:
- For qualifications or courses costing more than \$1500 in fees, Streamline Training uses a monthly payment plan (flexible payment) model and will not accept prepaid fees from individual students in excess of a total of \$1500 (being the threshold total prepaid fees amount). Monthly payments are calculated using the table located in the **Fee Schedule**:
  - The monthly payment is pre-paid for the following month. Typically the payment is made by the 25<sup>th</sup> (day) of the month. Therefore if the student pays on 25<sup>th</sup> February, the payment is for training and assessment in March.
  - Regarding the payment plan model – Prepaid fees for an individual student will not exceed \$1500. See *Fee Schedule* for payment schedule.
- For qualifications or courses costing less than \$1500 in fees, Clients/Students will have the option of pre-paying in full, or opt for a Flexible Payment Arrangement which can be arranged directly with a fee structure unique to the student's individual circumstances. (*such as instalments, credit card, direct debit, cheques and EFT remittance are acceptable to accommodate the diverse financial situations of students.*)
- If Flexible payment arrangements or monthly payment plans are in place, and a payment becomes overdue and remains unpaid for a period in excess of 14 days, Streamline Training reserves the right to suspend the student's learning or assessment (or both) until all fee payments are up-to-date.
- Fees must be paid in full before certification will be issued.
- For more information for Funded students, please see Streamline Training's *Funded Fees, Charges and Refunds Policy* and the *DTWD VET Fees and Charges Policy* - <https://www.dtwd.wa.gov.au/about-us#vet-fees-and-charges-policy>

### Accepting fees in advance

Streamline Training will **not** require a prospective or current student to prepay fees in excess of a total of \$1500.

### Student Progress

Following enrolment, Streamline Training monitors student progress through the learning management portal, and will communicate with students from time to time, to ensure they are progressing through their course. It is expected that students respond to any requests from Streamline Training. If Streamline Training identifies inactivity or no activity, student enrolments may be withdrawn or suspended until such a time as the student contacts us to reinstate it.

## Rebooking Workshops and Practical Assessment Bookings; or Making Changes to Short Courses

There may be times when client/student wants to make changes to dates for workshops or practical assessment bookings.

- **Workshops or short courses** - If changes are within 48 hours of the initial booking, Streamline Training will process the change free-of-charge. However, if the change is requested 48 hours or more after the initial booking or the student has "commenced", a re-booking fee will be charged. (see **Fees Schedule**).
- **Practical Assessment Bookings** - If changes are made within 24 hours of the booked appointment, a re-booking fee will be charged (see **Fees Schedule**).
- **Transferring from classroom workshop to online training** - If a student transfers from a classroom booking to the online training, Streamline Training will transfer the student free of charge, however no refund applies.
- **Transferring from online training to classroom workshop** - If a student transfers from an online training to classroom workshop they will be required to pay the difference in price.

## Refunds

Details of Streamline Training Fees, Charges and Refund Policy (this policy) are publicly available.

Note that refunds are provided to the fee-paying entity e.g., if the student pays the fees, applicable refunds apply to the student; if the third party pays the fees, applicable refunds apply to the third party.

### Refunds for Short Courses and Skill Sets

Each client or student must also be informed of this refund policy prior to their enrolment, which is:

- a. Students and clients are not entitled to a refund in instances where it is related to a change of mind, found the training product cheaper somewhere else, or decided they didn't like the training product or decided the Training Product is no longer of relevance to them.
- b. Refunds will attract an administration fee (*see Fee Schedule*).
- c. Written notification of withdrawal or cancellation from a course must be provided by a client/student to apply for a refund for a course. This is via a refund form, which will need to be requested from Streamline Training.
- d. The refund form must be filled out and submitted to Streamline Training for review, together with the date the refund was requested.
- e. Where a refund applies, a non-refundable administration fee will be deducted from the refund (*see Fee Schedule*).
- f. If refunds apply, refunds are actioned within one week (seven days) of application for refund. Once the refund has been actioned, some merchants may take up to 10 business days (Monday to Friday) to process refunds meaning reflection in the bank account will not be immediate.
- g. With regard to all withdrawals, Streamline Training will firstly encourage a client to enrol on another course date, prior to processing refund applications, if appropriate.
- h. There is no refund applicable where a student has commenced a short course/unit.
- i. There is no refund to participants who are not successful through the assessment process.
- j. There is no refund for recognition of prior learning assessments after enrolment, where Recognition resources and services have been supplied to the client/student.
- k. Streamline Training does not accept liability for loss or damage suffered in the event of withdrawal from a course by a client/student.
- l. Streamline Training provides a full refund to all clients/students, should there be a need for Streamline Training to cancel a short course. In the first instance Streamline Training will (where possible) provide an opportunity for the client/student to attend another scheduled short course.
- m. If Streamline Training cancels a Short Course or Skill Set, clients/students do not have to apply for a refund, Streamline Training will process the refunds automatically.
- n. Refunds for cancellation of enrolments may be granted in some instances (See Below).
- o. For more information for Funded students, please see Streamline Training's *Funded Fees, Charges and Refunds Policy* and the *DTWD VET Fees and Charges Policy* - <https://www.dtwd.wa.gov.au/about-us#vet-fees-and-charges-policy>

Schedule for Refunds – Workshops and Short Courses (including hybrid or self-paced)		
Reason for Refund Criteria	Notification requirements	Refund
Client/student withdraws from a <b>booked workshop (more than 48 hours prior to the workshop and student is not deemed 'commenced')</b>	In writing, 48 hours or <u>more</u> prior to the workshop commencement.  * There is a cooling off period of 48 hours from the date/time	Course fee <b>minus</b> the non-refundable administration fee if paid in full  or:  Any installments on-hand, minus the non-refundable administration fee, already paid

Schedule for Refunds – Workshops and Short Courses (including hybrid or self-paced)		
Reason for Refund Criteria	Notification requirements	Refund
	payment was made. However if a student is deemed to be 'commenced' there is no refund.	by the client if they were on an arranged payment plan.
Client/student withdraws from a <b>booked workshop (less than 48 hours prior to the workshop)</b>	In writing, <u>less than</u> 48 hours prior to the workshop commencement.	<b>Nil Refund</b> Offer to rebook at a later date – a booking fee applies.
Client/student withdraws from a <b>Short Course (hybrid or self-paced)</b>  <b>(less than 48 hours after payment was made and student is not deemed 'commenced')</b>	In writing, <u>less than</u> 48 hours after payment was made.  * There is a cooling off period of 48 hours from the date/time payment was made. However if a student is deemed to be 'commenced' there is no refund.	Course fee <b>minus</b> the non-refundable administration fee if paid in full  or: Any installments on-hand, minus the non-refundable administration fee, already paid by the client if they were on an arranged payment plan.
Client/student withdraws from a <b>Short Course (hybrid or self-paced)</b>  <b>(more than 48 hours after payment was made)</b>	In writing <u>more than</u> 48 hours after payment was made.  * There is a cooling off period of 48 hours from the date/time payment was made.	<b>Nil Refund</b> Offer to rebook at a later date - a booking fee applies.
Client/student withdrawn from the course by Streamline Training	After course commencement, due to inappropriate behaviour.	<b>Nil Refund</b>
Course cancelled by Streamline Training		100% of the course fee (paid by the client/student).

### Refunds for Full Qualifications / Accredited Courses

- a) Written notification of withdrawal from a qualification must be provided by a client/student to apply for a refund for a course. This may be via letter, email or the completion of the refund form.
- b) If refunds apply, payment of all refunds is made within one week (seven days) of application for refund.
- c) There is no refund applicable where a client/student has prepaid for training through the monthly payment model and commenced training for that month.
- d) There is no refund to participants who do not obtain their qualification after assessment.
- e) There is no refund for recognition of prior learning assessments after enrolment, where Recognition resources and services have been supplied to the client.
- f) Streamline Training does not accept liability for loss or damage suffered in the event of withdrawal from a qualification by a client/student.
- g) If Streamline Training cancels a Qualification or Accredited course, clients/students do not have to apply for a refund, Streamline Training will process the refunds automatically.
- h) Refunds for cancellation of enrolments are granted on a sliding scale (See Over).

Refunds for enrolments on nationally recognised qualifications (workplace based/traineeships) and accredited courses are subject to the following refund formula.

Schedule for Refunds - Full Qualifications / Full Accredited Courses (Courses over \$1500 on a payment plan)		
Reason for Refund	Notification requirements	Refund
Client/student withdraws <u>after</u> commencing the courses/qualifications	Initial course payment - This is the initial payment outlined in the Fee Schedule	Nil refund
	Monthly Payment Fee – Commenced (but refund requested before the end of the month)  <i>For all individual training commenced within the Qualification /Accredited course</i>	Full Unit fee <u>Refund</u>
	Monthly Payment Fee – Commenced (but refund requested after end of the month)  <i>For all individual training commenced within the Qualification /Accredited course</i>	Nil Refund
Client/student withdraws <u>before</u> commencing the courses/qualifications	Initial course payment - This is the initial payment outlined in the Fee Schedule	Full Refund
	Monthly Payment Fee – Not Commenced  <i>For all training NOT commenced/attended from within the qualification /Accredited course</i>	\$0 Fee  Full Unit fee <u>Refund</u>
Student withdrawn from the course by Streamline Training	After course commencement, due to inappropriate behaviour	Nil Refund

**Schedule for Refunds - Full Qualifications / Full Accredited Courses (Courses over \$1500 on a payment plan)**

Reason for Refund	Notification requirements	Refund
Course cancelled by Streamline Training		100% of the course fee (paid by the client/student)

\*\*\* Streamline Training abides by contract obligations of DTWD for Fees Charges and Refunds (see Streamline Training's *Funded Fees, Charges and Refunds Policy* and the *DTWD VET Fees and Charges Policy* - <https://www.dtwd.wa.gov.au/about-us#vet-fees-and-charges-policy> .

**Reimbursement**

If applicable, the liability for airfares and accommodation is with the client under all circumstances Airfares and accommodation prepaid and held by Streamline Training will be invoiced to client in full, separate to course cancellation fees listed above.

**Key Performance Indicator**

The effectiveness of this policy will be measured by

- The receipt of the correct fees as stipulated.
- Clients' acceptance of refunds issued in accordance with the policy.

**Monitoring**

All Fees, Charges and Refund practices are monitored by the Managing Director of Streamline Training and areas for improvement identified and acted upon. (See Continuous Improvement Policy).