

Student Fees, Charges and Refunds Policy

Purpose and Scope

Prior to enrolment, Work Savvy ensures all clients and students are aware of the fees and charges associated with a course enrolment, student activities and/or services with Work Savvy. This document also provides guidelines for the eligibility and assessment of refunds, including for early withdrawals.

Work Savvy ensures the protection of all fees and aims to provide clear and accessible information to students and clients about fees and charges prior to and throughout their enrolment; and/or other involvement with Work Savvy.

The scope of this policy applies to Accredited and Non-Accredited training. It has been developed to meet the requirements of;

- Standards for NVR Registered Training Organisations (RTOs) 2025
- Compliance Standards; Division 3 – Prepaid fee protection measures
- State Funding Contract requirements

Definitions

CFO	Chief Finance Officer
CI Register	Continuous Improvement Register that contains feedback on improvements to be made
GM	General Manager
National Register	www.training.gov.au is the national register of vocational education and training
RTO	Registered Training Organisation
Services	Encompassing non-accredited programs, corporate training and programs tailored to meet the specific needs of a client
SLT	Senior Leadership Team
Standards	Standards for NVR Registered Training Organisations (RTOs) 2025
Training Product	AQF qualification, skill set, unit of competency, accredited short course

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Policy

1. Information about fees and charges

Work Savvy website provides information about fees and charges:

- Government funded courses: Fees are set by the funding body and charged according to the schedule of fees. The rate of student contribution fees is reviewed annually or when updated by the funding body and is calculated against the correct fee rate as at the commencement of training for each respective unit of competency.
- Fee for Service: Fees are set by Work Savvy directors and reviewed on a periodic basis. Indicative student fees are made available to prospective students on request.
- Organisations and other clients seeking to enter into a service delivery agreement with Work Savvy will be notified of the fees and charges associated with the agreement through information and proposals provided to them prior to entry into the agreement.
- Persons seeking to enrol with Work Savvy must read this Student Fees, Charges and Refunds Policy before signing their Student Acceptance Agreement on the enrolment form. If the person has questions regarding this Policy, they must obtain answers to their questions prior to enrolling.
- Students accessing any government funding entitlement that may reduce their ability to access such funding in the future (such as arrangements that limit funding to one qualification for a person), are provided this information prior to enrolment.

2. Statement of Fees

- QLD Government Funded Courses: Students are advised of the Student Co-Contribution fee prior to enrolment. Once enrolled, the student receives a Notification of Enrolment (NoE) by email. Payment details are provided on an invoice, sent following the commencement of the course.
- Fee-for-Service Students: The student receives a Statement of Fees / Quotation prior to enrolment which outlines the total course fees including a non-refundable component for enrolment, co-contribution fees, payment terms and schedule of fees. This Statement/Quotation provides clear and concise information to the student about applicable fees and charges and provide options for payment.
- The information provided to each student and/or client includes:
 - The total amount of all fees including course fees, co-contribution fees, administration fees, resource fees and any other charges.
 - Payment terms, including the timing and amount of fees to be paid and administration fees.
 - Any additional services such as criminal history checks which may be a pre-requisite for Work Savvy placement and employment in certain occupations
 - Work Savvy Fees, Charges and Refunds Policy, is available through the website and Student Handbook.
- The Student Acceptance Agreement provided on the enrolment form is taken to be an acceptance of all fees and charges associated with the student's enrolment.

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3. Tuition Fees

- Tuition fees are published on Work Savvy website and are reviewed every 12 months.
- Unless otherwise specified, tuition fees include the cost of all compulsory training and assessment resources. Optional textbooks and resources recommended but not required for completion of the course, are not included in tuition fees and will be an additional cost should the student wish to purchase such resource(s).
- Optional workshop and associated fees must be paid at the time of booking in order to secure a reservation.
- Tuition fees are not transferrable to any other individual or organisation.

4. Additional Fees and Charges

- A schedule of Additional Fees and Charges is published on Work Savvy website and are reviewed every 12 months. Additional fees and charges can include:
 - Third and further attempts at an assessment
 - Extension/Suspension fee (to cover administration costs)
 - A request for the issuing of a replacement testamur, statement of attainment and/or qualification certificate.
- A fee is charged for Recognition of Prior Learning (RPL). The fee will be determined on a case-by-case basis as the RPL can be for a unit of competency, multiple units of competency or a complete qualification. An upfront application fee is payable at the time of lodging the RPL application form. The remaining balance is to be paid on completion of the assessment of the RPL evidence and prior to the Competency Conversation with our qualified assessor taking place.

5. Terms and Methods of Payment

- Fees are to be paid within fourteen (14) days of receipt of an invoice, unless the payee has elected to pay according to a payment schedule which has been approved by Work Savvy
- The payment schedule must ensure all fees are paid prior to completion of the course or in some instances for short courses, prior to commencement of the course.
- Work Savvy will not collect more than \$1,500 in advance prior to commencement of training from a current or prospective student.
- Work Savvy accepts the following methods of payment: Credit card; Direct debit or EFT transfer
- For group enrolments when more than one student is enrolling into the program, a Service Agreement will be in place and fees and charges will be charged directly to the client.

6. Credit Card Payments

- Credit card payments cannot be taken over the phone. Students who wish to pay via Credit Card must click on the Pay online link on the invoice. Credit Card payments attract a processing fee of 1.70% of invoice value plus 30 cents, this is added on top of the invoiced amount.

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7. Direct Debit Payments

- Where a student has indicated that fees are to be paid by direct debit, this option is only valid where the form is accompanied by a Direct Debit Request Form. The form must be appropriately and accurately completed and in line with the approved direct debit payment schedules. It is the payee's responsibility to ensure that Work Savvy receives an accurate and completed Direct Debit Request Form to take up the direct debit payment option.
- Where a Direct Debit Request Form has not been provided, the payee will be issued with an invoice which is to be paid within fourteen (14) days.
- Direct Debit Request forms must indicate payment terms according to one of the approved direct debit payment schedules provided on the Ezidebit form.
- Where a default occurs in direct debit payments due to insufficient funds or otherwise, Work Savvy will contact the payee to make alternative arrangements for payment, and this may incur a dishonour fee. If there are no alternative arrangements to pay, this can result in cancellation of the enrolment.
- Work Savvy reserves the right to refuse a payee the option to pay by direct debit where there have been two (2) or more defaults on payment during a direct debit term.

8. Issuance of Qualifications

- Upon completion of a course and once all fees have been paid, the relevant printed AQF certification documentation will be issued and sent to the registered address of the student within 28 days, in accordance with the regulatory guidelines.
- Where a student withdraws from a course and once all final fees have been paid, a Statement of Attainment for the completed Units of Competency, will be sent to the student's registered address within 28 days, in accordance with the guidelines. Note: These requirements differ from state to state, based on contractual requirements (refer to Section 11).
- It is the student's responsibility to update Work Savvy of any change in address or contact details. Where documents or a certificate is sent to a past address due to the student failing to update Work Savvy and the document becomes lost in the mail, the reissuing fee will apply.

9. Late Payment

- Where a student is more than forty five (45) days overdue with payments, Work Savvy reserves the right to suspend training services until payment is made to bring the fees up to date.
- Students who are having trouble paying their fees are invited to call Work Savvy office to make alternative arrangements for payment during their period of difficulty.
- For long-term outstanding amounts, Work Savvy utilises the services of a debt recovery agency to ensure the collection of all fees.
- All fees must be paid prior to issuing a Certificate or Statement of Attainment.

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10. Refund of Student Fees

- Work Savvy maintains a fair and reasonable refund policy to ensure that refunds are made available to clients/students entitled to receive them.
- All tuition fees will be refunded if Work Savvy cancels or postpones course commencement by more than four weeks, unless alternative arrangements can be made which are acceptable to the student. Such arrangements may include transfer of enrolment to an alternative course.
- Students who withdraw from a course and wish to seek a refund or have the amount they owe on their fees reduced, must apply to Work Savvy in writing within fourteen (14) days of the official withdrawal date, outlining the details and reason for their request. The request must be made using Work Savvy Request to Withdraw Form. Any student who has not completed a Withdrawal Form is not eligible for consideration of a refund or reduction in fees.
- Eligibility for a refund will be assessed based on the services provided to the student, the costs incurred by Work Savvy to provide those services to the student and any requirements outlined by State Regulations.
- There is a non-refundable component to the fee for service price of \$250. This non-refundable fee applies only to students enrolled in fee-for-service training (i.e., those not accessing government funding or subsidies). It covers administration, enrolment processing, and cancellation-related costs and is payable at the time of enrolment as advertised on the website. This applies where a student cancels or withdraws from their course and they will not be eligible for a refund of this fee.
- Books/materials must be returned (in original condition) or the student will incur full costs and no refund will be applicable.
- The outcome of the refund assessment will be provided by written notice to the student's registered email address within 14 days of receipt of a written application outlining the decision and reasons for the decision along with any applicable refund or adjustment notice.
- A refund will be paid directly to the student or to the person/organisation who made payment.
- In the unlikely event of Work Savvy closing, students will be issued with a Statement of Attainment for all completed units and will receive a refund for any incomplete units that were paid for by the student.
- Work Savvy records all student withdrawals on its student management system to ensure AVETMISS reporting is accurate. Work Savvy will report such students to the state funding agency as withdrawn on the relevant government funded reporting system.
- *Queensland students – refer to information under Queensland Career Start and Career Boost Funded Programs under the next point in this document.*

11. Commonwealth and State Funded Programs

- Work Savvy is aware of the specific Commonwealth and State fee requirements of the Funded Programs it delivers. These requirements, as listed below, are additional to any already addressed in this Policy.

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Queensland Career Start and Career Boost funded programs

Fees and Charges

- a) Where a co-contribution fee must be charged, Work Savvy will charge and collect the fee at the Unit of Competency level, so that fees for Units of Competency add up to the total co-contribution fee published on the website.
- b) The invoice will be sent to the student within seven (7) days of the student commencing the courses and is payable within 14 days from receipt of the invoice.
- c) Evidence of collection of the fee will be retained for each student for each Unit of Competency. Credit transfers (Outcome Identifier Code 60) and transitional gap training for transferring participants to superseding units (Outcome Identifier Code 65) of competency are an exception to the rule where no fee will be charged.

Concession Fees

- a) At enrolment, the Work Savvy will confirm concessional status of the student based on evidence sighted and will retain a copy of the evidence by taking a picture or photocopying/scanning documents.
- b) Concessional status may be granted where:
 - The student holds a Health Care concession card or Pensioner concession card issued under Commonwealth law or is the partner or a dependant of a person who holds a Health Care concession card or Pensioner concession card and is named on the card.
 - The student provides Work Savvy with an official form under Commonwealth law confirming that the student, his or her partner, or the person of whom the Student is a dependant, is entitled to concessions under a Health Care or Pensioner concession card
 - The student is an Aboriginal or Torres Strait Islander (it is sufficient for the student to declare this on the enrolment form. No further evidence will be sought).
 - The student is a school student and is enrolled in a VETIS program (may include youth in detention).
 - The student has a disability with evidence showing the student is on a Disability Support Pension or evidence from a medical practitioner.
 - The student is an adult prisoner.
- c) Work Savvy will assess the validity and currency of evidence provided. If the evidence is not current or is due to expire before completion of the training course, the student will be informed they need to provide a current concession card to ensure continued eligibility for concessional status.
- d) A file note will be entered in relation to the due date for follow up/update of current concessional evidence.

Refunds – Co-contribution Fees

- a) Work Savvy will reconcile co-contribution fees paid bi-annually (May and November). Where an overpayment is identified, the student is notified of the credit amount.
- b) Students with a co-contribution fee credit may request a refund, or they may elect to use these funds towards another course with Work Savvy.
- c) Refund requests received outside of the bi-annual reconciliation and refund schedule will be assessed on a case-by-case basis.

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- d) Refund of co-contribution fees will depend on the amount of training completed at the time of the withdrawal request.
- Full refund if training has not started at the time of cancellation.
 - No refund for units commenced or have been released to the student on the online platform.
 - Once the training has started a full refund of co-contribution fees will be available only on units not yet commenced. Work Savvy will provide a proportionate refund for the portion of training not delivered.
 - Refund to the employer for any additional charges paid beyond the co-contribution fee and government subsidy if the trainee withdraws from their study.

Related Documents

POLICY & PROCEDURE Complaints and Appeals

SUPPORTING DOCUMENT Student Handbook

SUPPORTING DOCUMENT Fees & Charges

FORM Complaint Lodgement Form

FORM Request to Withdraw Form

FORM Enrolment Form

FORM Assessment Outcome Appeal Form

Responsible Officer

The responsible officer for the implementation of this Policy and Procedure is the General Manager, and Compliance.

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Publishing details

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Version History

Version	Date	Summary of content (new) or amendments (revised)
1	06/2025	To align to 2025 Standards for RTOs
1.1	08/2025	To align to updates to State Funding Contract changes