

## Fees and Charges

Worklinks fees and charges are applicable to the type of enrolment and program. Some qualifications attract Government subsidies are determined by the relevant government departments. The subsidised cost of training plus the student contribution is identified on the schedule of fees. Students are advised to contact administration to determine their eligibility. Students are advised that participation in subsidised training may affect their eligibility for further subsidised training places. Specific information about future eligibility will be provided to students at the time of enrolment into any subsidised training program.

Students who are not eligible for funding are required to contribute to the cost of course delivery through the payment of tuition fees. To be eligible to receive Certificates once all theory and practical components are completed, all outstanding fees will have been paid. Worklinks collect fees in advance of the training and assessment being conducted. To ensure the protection of fees paid in advance, Worklinks will accept payment of no more than \$1500 from a student prior to the commencement of the course. Should the cost of training exceed \$1500, a payment schedule will be prepared and provided to the student.

Unless otherwise specified, course fees include the cost of all compulsory training and assessment materials. No additional charges will be necessary. Course fees are available on the Worklinks' website.

## Other course related fees

Worklinks will charge for the reissue or copies of awards, including Statement of Attainment, Qualifications or other formal certification. Please see fees below for fees information, note that payment is required upon request.

Item	Fee
Qualification certificate reprint	\$50.00
Statement of Attainment or other reprint e.g. White card	\$20.00
Recognition of Prior Learning (RPL)	Please refer to RPL application form
Recognition of credit	\$50.00
3 month course extension	\$300.00

## Time to pay fees (payment plans)

Students may be eligible to pay their course fees by instalments at an agreed rate. It should be noted that students who default in their payments will:

- have their results withheld;
- be refused further enrolment;
- be suspended until payments are up to date; and
- may be subject to legal action to recover the fees owing

Each student's payment plan is customised to suit their unique circumstances. Typically, the initial payment will range from 10-20% of the total course fees at the beginning of the plan, with the remaining amount divided evenly over the duration of the payment plan. It's important to note that once the cooling-off period expires, students are responsible for the full cost of the course, regardless of their enrolment status or progression within the program. This policy ensures that students are committed to their educational investment and encourages timely completion of payment obligations.

## Refunds

This information applies to individual students and any organisation (employer etc.) or guarantor responsible for a student's fees and charges. The availability of complaints and appeals processes does not remove the right of the student to take action under Australia's consumer protection laws. Worklinks, must comply with relevant legislation provisions.

Fees and charges may not be refunded if a student withdraws after the course has commenced, except for in contractual situations and/or extenuating circumstances (see below for full details).

### Non-accredited courses

Non-accredited courses - Withdrawals (7) days prior to the course commencing are due a refund. After this time no refunds will be issued.

### Accredited courses

#### Requests Prior to the scheduled start date of the course

Students who withdraw prior to the agreed course commencement date will be provided refunds (minus the non-refundable administration fee) under the following criteria:

- **Fee for service:** Withdraws prior to 7 days from the agreed course commencement date (minus the initial non-refundable administration fee)
- **Queensland VET Investment Programs** (includes C3G / HLS): Withdrawals (7) days prior to the course commencing, are due a refund.

#### Refund Requests after scheduled course commencement date

Except for in extenuating circumstances, tuition fees may not be refunded if a student withdraws after the 7 day cooling off period from the planned course commencement date.

Extenuating Circumstances once the student has passed 7 days from agreed start date and/or online login details received:

- **Higher Level Skills only** - Additional credit transfers are identified. Administrative fees are non-refundable.
- **Queensland VET Investment Programs** - No refund is due after training has commenced.

### Extenuating Circumstances

A student may apply for consideration of a refund (full or proportionate) in situations of extenuating circumstances, such as:

If the student suffers an illness or injury preventing the student from completing the course

Circumstances beyond a student's control\*

On compelling or compassionate grounds

\*Circumstances beyond your control do not include common changes to personal circumstances, such as moving house, changes in relationships or living arrangements, changes in the level of commitment to completing the study, short term sickness or minor injury, etc. Please note: Being unwell for one (1) week does not justify being unable to complete the course. You must make every effort to complete the

course including requesting an extension before consideration will be given regarding a refund. Any application for a refund based on medical grounds must include a doctor's certificate that indicates it is reasonable to assume that the illness/injury prevented completion of the course and that the illness/injury was not a pre-existing condition.

## Non-Refundable Situations

A student is not eligible for a refund in the event of student default. Situations of student default include:

- Where a student fails to start the course on the scheduled course commencement date (and/or login details have been received) or attend class and fails to inform the Worklinks in writing\*
- Misbehaviour by the student that leads to removal from the course
- Exceptional circumstances beyond a student's control do not include common changes to personal circumstances, such as moving house, change in a relationship or living arrangements, changing the level of commitment to completing the study, or short term sickness or minor injury etc\*\*

## How to Apply for a Refund

Students can apply for a refund in writing to [training@worklinks.com.au](mailto:training@worklinks.com.au) . Supporting documentation should be provided when applying for a refund. Failure to supply sufficient supporting documentation may delay the refund process.

## Approval

If the application is approved, you will be notified of the approval and informed that the Accounts Department will be processing the refund shortly.

If approved, your refund will be processed within four (4) weeks from the point of Worklinks receiving the completed application, not from the point of being notified of the refund approval. Generally, any monies to be refunded will be paid directly into the nominated bank account via EFT (Electronic Funds Transfer),

Processing Time - Refunds will be processed within four (4) weeks from the date of receiving the completed application.

## Refusal

When an application is refused, you will be provided with a written notice stating the reason for the refusal within fourteen (14) days of your application. When a refund has been refused, you can choose to appeal the decision in writing to [training@worklinks.com.au](mailto:training@worklinks.com.au) within thirty (30) days of receiving written notification.

## **Refunds Due to Worklinks or Provider Default or Cancellation**

Worklinks reserves the right to cancel or postpone any course prior to the scheduled commencement dates, should it be necessary. In such circumstances, if the course is postponed by more than 4 weeks, and if the student is unable to enrol into a similar course at Worklinks, all fees will be refunded. If the course is cancelled and if a student is unable to enrol into a similar course at Worklinks.

If in the unlikely event that Worklinks is unable to provide the program or unable to deliver a course/program in full or an offer of a place is withdrawn, a student will be offered one of the below options:

- A refund in full (if not commenced) or pro-rata (if commenced) refund of tuition fees paid
- A place in an upcoming course
- Referral to another course of study
- Referral to another provider.

## **How a Refund is received**

In most cases, any monies to be refunded will be paid directly into the nominated bank account via EFT (Electronic Funds Transfer).