

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
Statement of Attainment or other reprint e.g. White card	\$20
Recognition of Prior Learning (RPL)	Please refer to RPL application form

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

All payment plans are negotiated individually and will reflect the individual student's circumstances. Payment plans will generally consist of 10-20% of all course fees on commencement with the remainder spread evenly across the balance of time of the course.

Refund policy – provider default

In the event that Worklinks cancels a course prior to training commencing, all monies paid by students in advance will be refunded in full, with no administration fee withheld.

In the event that Worklinks cancels the continuation of a course once it has commenced, Worklinks will ensure that students can be transferred to another provider to complete training. Alternatively, students may choose to have any fees paid refunded under the following terms:

- In full, where training and assessment has not yet commenced. This includes any student contribution fees.
- Pro-rata, where training and assessment has resulted in the successful completion of one or more units of competency, and a Statement of Attainment can therefore be issued. Pro-rata will be established as total fees (including student contribution fees) divided by the total number of units in the course to determine the per-unit cost. This unit cost will be retained by Worklinks for the number of units successfully completed.
- Students on payment plans will not receive any refund unless the total fees paid is greater than the per-cost unit as described above, for all completed or commenced unit.

Refund policy – General cancellation before course commencement

In the event that a student withdraws from a course, fees may be refunded where the student withdraws within five working days after enrolment is confirmed, less an administration fee of \$100. This includes student contribution fees.

Requests for refunds – after the cooling off period

A student may cancel or withdraw after their course has commenced and the cooling off period has passed. However, no refund will be applicable except at the discretion of the Training Manager, where extenuating circumstances can be demonstrated by the student for withdrawal from training. A student who enters into a payment plan agreement is still liable to pay full course fee if they withdraw from their course. Cessation of this plan in full or in part may be permitted at the discretion of the Training Manager where extenuating circumstances can be demonstrated by the student for withdrawal from training.

No refund will be applicable for students who have been deemed not yet competent at the completion of training and assessment processed.

Students wishing to apply for a refund of fees due to extenuating circumstances may submit a request to administration for review outlining the extenuating circumstance and attaching appropriate evidence. Extenuating circumstance may include situations and events that are outside your control, e.g. death of a family member in your immediate family, medically diagnosed illness of yourself or an immediate family member. Appropriate evidence would include death certificate, medical certificate.

The Training Manager will:

- assess the request on a case-by-case basis
- advise the student of the applicable refund in writing
- ensure the applicable refund of fees is forwarded to the student within 14 days of advising the student of the amount to be refunded

Students may appeal the outcome of a refund claim as per the Complaints and Appeals policy.