

Fees and Refunds Policy

January 2021

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 charge learners up-front fees in excess of \$1,500. However, where employers are paying fees on behalf of their employees, the invoiced amount may exceed \$1,500.

Specialist courses delivered by our auspicing partners

Some 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. In general, fees are paid by the learners' employer. Where a learner is charged direct, up-front fees are never in excess of \$1,500. Once fees have been paid, no refund will be provided unless the course is cancelled by the trainer or an agreement is reached between the trainer and participant regarding postponement or cancellation.

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.