



Payment of Fees, Refund & Cancellation Policy



Payment of Fees, Refund & Cancellation Policy

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Payment of Fees, Refund & Cancellation Policy

1. Fees Policy Explained.

Enrolment Application and Materials Fees

Enrolment Application Fee

This fee is applicable to all students and must be paid in order to submit an online enrolment application.

This is the fee associated with assessing and processing an enrolment application.

Materials Fee

The Materials fee covers the following:

- all course materials, such as subject outlines, reference books, PowerPoint slides, reading lists, tutorial or seminar topics and problems, assignment questions, and requirements and guidelines for the presentation of work, and other materials as required.
- all clinics, simulation laboratory and/or workshop materials used in practical sessions.

Materials may be provided in hard copy or via access to the Warner Institute Learner Management System.

Tuition Fees

A tuition fee is the fee determined by Warner Institute and payable by a student for a unit of study or qualification.

It includes, but is not limited to:

- tuition services, including instruction and delivery to a student.
- examination, evaluation, placement arrangement, observation assessment and or any other assessment required for the completion of the unit of study.

A Warner Institute funded Interest Free instalment payment plan may be available upon request, for a student's Tuition Fee Payment.

Our Tuition Fees are published in the W-Inst DOC007a Schedule of Fees, which is available for download via the website. Potential students are provided with a Statement of Fees prior to the confirmation of their enrolment, via email.

The Census Date is set as the program (course) commencement date.

A course is considered to have commenced after the first required student activity; generally this is the "induction" session.

GST

GST is applicable to all fees associated with non-accredited training delivery.



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2. Payment Policy

Payment Due

Enrolment application fee:

Payable at the time the potential student submits their online enrolment application.

Materials fee:

The Materials Fee is payable once an enrolment has been confirmed, as per the published Schedule of Fees available on our website, and as provided directly to the student via the Statement of Fees or invoice.

A Warner Institute funded Interest Free instalment payment plan may be available upon request.

Tuition fee:

Tuition Fees are confirmed to the student once their eligibility for any government funding has been assessed, and their enrolment has been confirmed. These align with the published Schedule of Fees available on our website, and are provided directly to the student via the Statement of Fees or invoice.

A Warner Institute funded Interest Free instalment payment plan may be available upon request.

A \$800 deposit is required upon confirmation of enrolment, if the Student Fees total more than \$1,000.

Discretionary Fees:

Discretionary Fees must be paid prior to the provision of any service that has had a discretionary fee applied.

Refer to the Schedule of Fees for information relating to Discretionary Fees.

Fees payable greater than \$1500:

Warner Institute cannot accept pre-payment of fees greater than \$1500.

A payment plan will be established for the balance of total Fees, calculated so that the amount paid in advance does not exceed \$1500.





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Accepted Payment Methods

Up-front payment:

Credit/ Debit Card: Visa or Mastercard (via Stripe, the Warner Institute approved payment system); through the enrolment application portal. Transaction fees charged by Stripe or the student's financial institution are the responsibility of the student.

Payment on invoice:

EFT: Electronic Fund Transfer to Warner Institute's nominated Bank account: details as appears on Tax Invoice.

Payment Plan: A Warner Institute funded Interest Free instalment payment plan is available upon request, via Debit Success (Warner Institute's approved payment plan system). There will be a minimum first payment required with the enrolment application. Transaction and establishment fees charged by Debit Success or the student's financial institution are the responsibility of the student.

Note: Warner Institute does not accept cash or cheque payments.

Non-payment of fees

In the event of non-payment of any fees, in whole or in part, Warner Institute reserves the right to suspend the student's training until their outstanding fees have been received according to their Payment Agreement.

If payments are not reinstated, Warner Institute reserves the right to withdraw the student from their training course, in which case the full outstanding balance of the invoice becomes due.

Statements of Attainment, Record of Results and Testamurs will not be provided to a student until the invoice has been paid in full.



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3. Refund Policy: Qualifications

Course Cancellation/ Postponement

In the case of course cancellations/postponement or closure of Warner Institute, a full refund is given as below:

Government Funded students	Full refund of: Enrolment application fee, Materials fee, and All tuition fees paid
Full fee students	Full refund of: Enrolment application fee, Materials fee, and All Full Fee tuition fees paid

Student cancellation of enrolment 14 days or more prior to course commencement

In the case of student cancellation at least 14 days prior to commencement, see below:

Government Funded students	Full refund of: Materials fee (where materials have not already been issued), and All tuition fees paid	No refund of: Enrolment application fee,
Full fee students	Full refund of: Materials fee, (where materials have not already been issued) and All tuition fees paid	No refund of: Enrolment application fee,

Student cancellation of enrolment less than 14 days before course commencement

In the case of student cancellation less than 14 days before commencement, see below:

Government Funded students	Full refund of: All tuition fees paid	No refund of: Enrolment application fee, Materials fee
Full fee students	Full refund of: All tuition fees paid	No refund of: Enrolment application fee, Materials fee

Student withdrawal within the first 28 days of course commencement

In the case of student withdrawal or non-attendance that leads to withdrawal within the first 28 days of course commencement, the below is refunded upon written request from the student:

Government Funded students	Refunded: No refund available	No refund of: Enrolment application fee, Materials fee Tuition fees
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Full fee students	Refunded: Tuition fees paid to date, less: \$300 administration fee and Proportion of fees consumed	No refund of: Enrolment application fee, Materials fee
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Student withdrawal after 28 days from course commencement

In the case of student withdrawal or non-attendance that leads to withdrawal after the first 28 days of course commencement, the full balance of the invoice is payable to Warner Institute and no fees are refundable:

Government Funded students	Refunded: No refund available	No refund of: Enrolment application fee, Materials fee Tuition fees
Full fee students	Refunded: No refund available	No refund of: Enrolment application fee, Materials fee Tuition fees

4. Refund Policy: Short Programs

Course Cancellation/ Postponement

In the case of course cancellations/postponement or closure of Warner Institute, a full refund is given as below:

Government Funded students	Full refund of: Enrolment application fee, Materials fee, and All tuition fees paid
Full fee students	Full refund of: Enrolment application fee, Materials fee, and All tuition fees paid

Student cancellation of enrolment 14 days or more prior to course commencement

In the case of student cancellation at least 14 days prior to commencement, see below:

Government Funded students	Full refund of: Materials fee (where materials have not already been issued), and All tuition fees paid	No refund of: Enrolment application fee,
Full fee students	Full refund of: Materials fee (where materials have not already been issued), and All tuition fees paid	No refund of: Enrolment application fee,

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Student cancellation of enrolment less than 14 days prior to course commencement

In the case of student cancellation less than 14 days before commencement, see below:

Government Funded students	Full refund of: All tuition fees paid	No refund of: Enrolment application fee, Materials fee
Full fee students	Full refund of: All tuition fees paid	No refund of: Enrolment application fee, Materials fee

Student withdrawal within the first 28 days of course commencement

In the case of student withdrawal within the first 28 days of course commencement, the below is refunded upon written request from the student:

Government Funded students	Refunded: No refund available	No refund of: Enrolment application fee, Materials fee Tuition fees
Full fee students	Refunded: Tuition fees paid to date, less: \$300 administration fee, and Proportion of fees consumed	No refund of: Enrolment application fee, Materials fee

Student withdrawal after 28 days from course commencement

In the case of student withdrawal after the first 28 days of course commencement, the full balance of the invoice is payable to Warner Institute and no fees are refundable:

Government Funded students	Refunded: No refund available	No refund of: Enrolment application fee, Materials fee Tuition fees
Full fee students	Refunded: No refund available	No refund of: Enrolment application fee, Materials fee Tuition fees

5. Fee Waivers/Reductions Policy

The requirement to pay Tuition Fees is based on the principle that students who undertake Accredited or Non-Accredited training should contribute to the cost of the service being provided to them. Fees may be waived where it is considered that payment would cause financial hardship to the person responsible for the fee.

In all cases, whether the student is accessing government funding or is fee-for-service, there is a general discretion to grant or refuse the waiver application. Fee waivers may be considered on the basis of exceptional circumstances that have led to financial hardship or on the basis of other extenuating



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circumstances. Your financial situation at the time the fee is payable and any documentation you can provide in support of the application will be taken into account.

The decision to waive or reduce tuition fees for Warner Institute students rests with the Managing Director of Warner Institute or Manager, Education Delivery & Student Success as outlined in this document.

A copy of the Application for Reduction or Waiver of Tuition Fees (W-Inst Form 139) is available from your Warner Institute Course Consultant, or Student Support Team Member, upon request. This must be completed with attached evidence in order for the application to be considered.

6. Credit Transfers

Students who have previously completed units of competency included in the course they are enrolled in, may be eligible to apply for credit transfers for those units.

There is no fee applicable to Applications for Credit Transfer.

Tuition Fee adjustment - Skills First Funded students

Where a student who is eligible for funding under the Skills First Program has credit transfers confirmed by the Warner Institute Student Support Team, the tuition fees (if applicable) will be recalculated.

Tuition Fee adjustment - Full Fee students

Where a student who is enrolled as a Full-Fee student has credit transfers confirmed by the Warner Institute Student Support Team, there is no reduction in the tuition fee unless agreed in writing by the Manager Education Delivery & Student Success.



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7. Corporate programs

Proposal documents will clearly communicate the structure of the investment, including at minimum:

- Fees set per session or per student
- Minimum/Maximum students per class
- Minimum number of courses to be delivered
- Discretionary fees that apply
- Pre-payment required upon confirmation and scheduling of a corporate program

Discretionary fees

W-Inst may specify in the proposal document that there will be additional fees and charges for discretionary services charged to the corporate client in specific circumstances, including but not limited to:

- Student failure to attend a scheduled F2F session
- Student failure to attend a scheduled workplace observation assessment
- Equipment/ venue hire costs associated with rescheduling of F2F sessions or workplace observation assessment
- Course Manager costs associated with rescheduling of sessions or workplace observation assessment

Course Cancellation/ Postponement

In the case of Course cancellations/postponement or closure of Warner Institute, a full refund is given.

Course cancellation at least 14 days prior to commencement

In the case of cancellation by the Corporate Client at least 14 days prior to commencement, a partial refund is given, and W-Inst will retain 25% of the invoice costs.

The enrolment fees component of any invoice is not refundable.

Course cancellation less than 14 days prior to commencement

In the case of cancellation by the Corporate Client less than 14 days prior to commencement, no refund is given, and the deposit is retained in full.



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Course cancellation after commencement

In the case of cancellation by the Corporate Client after delivery has commenced, no refund is given, and the invoice is required to be paid in full.

Payment of discretionary fees if a student withdraws

In the case of cancellation of enrolment of a student who has not completed their training and who has been charged a discretionary fee, the invoice remains payable.

GST

All proposals will state investment ex GST, unless otherwise stated.



Warner Institute

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