

1.28 Fees and Refund Policy and Procedure

December 2022

Scope

The purpose of this policy is to provide a framework for decision making with respect to Efficiency Works staff engaging with all prospective and current students for full qualification, micro-credential and/or single unit courses.

The policy outlines how fees and payments are handled including any potential refunds ensuring that this process is transparent, accurate and timely, giving sufficient information regarding fees and refunds to anyone associated with the RTO services Efficiency Works provides.

Fees and charges may vary for each program and client, dependent on individual needs and customised service.

For private and / or individual students, we will never take more than \$1,500 in advance of your tuition.

Nothing in the Efficiency Works' refund and transfer of credit processes negates your right as a student to act under Australia's consumer protection laws in the case of any financial disputes.

Cancellation and Refund Policy

Whilst every endeavour will be made to conduct all advertised courses, Efficiency Works reserves the right to change or cancel timetables, class locations, course offerings, trainers and other such details or circumstances beyond our control that affect enrolments. Every effort will be made to work in with student requirements and advise students of any changes. Students receive a refund if EW is unable to provide the offered course.

You must notify Efficiency Works Management in writing to formally withdraw from units or programs, noting the following:

- All outstanding fees/invoices are due and payable immediately.
- The onus is on the student/client to notify in writing of withdrawals and requests for refunds.
- The cost of workbooks issued or learning resources handed out in class will not be refunded.
- In cases when the student withdrawing is a staff member of a client with whom Efficiency Works has a contracted training agreement, the staff member may be substituted for another providing classes have not commenced and/or by negotiation with a Manager of Efficiency Works.
- The refund policy and procedures apply only if fees are paid in advance and applies to Fee for Service students only.
- Tuition fees to be refunded within 28 working days if:
 - The course does not start on the agreed starting date
 - The course stops being provided after it starts but before it's completed.
 - The course is not provided fully to you as Efficiency Works has a sanction imposed on it by a government regulator.

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The following table outlines reasons why a refund may be requested and the amount of course fees that are refunded to you by Efficiency Works.

Withdrawal Reason	Amount Refunded
Withdrawal at least 1 week prior to the agreed start date	75% refund
Withdrawal at 1-6 days prior to agreed start date	50% refund
Withdrawal on the agreed start date	No refund
Withdrawal after the agreed start date	No refund
Course withdrawn by Efficiency Works	Full refund
Efficiency Works is unable to provide the offered course	Full refund

In making a contract to enrol in a course at Efficiency Works, you acknowledge and agree:

- That the information you provided in your enrolment is complete and correct.
- To be bound by Efficiency Works' rules and regulations and any amendments made to the rules and regulations.
- To pay all fees required on or before the due date as notified in writing by Efficiency Works or as per the invoice. Efficiency Works will access these fees in accordance with the procedures established by the State Government and the Australian Government.
- That Efficiency Works reserves the right to accept or reject any application for enrolment at its discretion.
- That Efficiency Works reserves the right to cancel any course prior to the commencement date of the course should it be deemed necessary and, in that event, shall refund payments received.
- Efficiency Works reserves the right to withhold granting the Award attained by you if your fees remain outstanding.
- Any information that you give to Efficiency Works or that Efficiency Works collects about you can be given to authorised State and Commonwealth Agencies
- Efficiency Works reserves the right to change, alter or amend curriculum, syllabus, course structure, and any other matter pertaining to the provision of a course at any time. Such changes, alterations and amendments may be made without notice. [In the event Efficiency Works must change any of these conditions for any reason, you will be notified of the change.]
- Refunds will only be paid to the person/entity that enters the contract with Efficiency Works unless Efficiency Works receives written direction to pay the refund to somebody else.
- Requests for refunds should be made in writing and addressed to the Directors of Efficiency Works.
- This agreement and the availability of the complaints and appeals procedure do not remove your rights to act under Australia's consumer protection laws.

Financial and Administrative Practices

Efficiency Works guarantees the sound financial position of the business.

Your records are managed to ensure confidentiality and security. Student records are stored and archived in accordance with the requirements of the Standards for Registered Training Organisations (RTOs) 2015 and retained records are retrievable for perusal by you or regulatory authorities if requested

Procedures

Invoicing

- Students / clients will be invoiced a deposit, part payment or full payment of the course depending on the commercial arrangement.
- Efficiency Works will ensure that no payments made by students exceed the amount of \$1,500.
- If an invoice is incorrect, contact: Accounts@EfficiencyWorks.com.au before payment.

Payments

- Students / clients will make payment either by direct bank transfer or via the Efficiency Works website online payment portal
- Efficiency Works Accounts team will verify all payments made against student / client records and assign payment accordingly.
- Efficiency Works Administration team will contact student / client if:
 - Payments have not been made on the due date.
 - Incorrect amount has been paid.
 - If student's enrollment situation has changed.
 - If alternative ways to make payment is required.
 - If student and / client cannot make payment, the Efficiency Works Administration team will organize a withdrawal or cancellation of course.

Refunds

- Depending on the reason for refund the following apply:
 - If a student / client wishes to withdraw from a course, request must be made in writing to: Admin@EfficiencyWorks.com.au.
 - If a student / client wishes to make a refund request for another reason, request must be made in writing to: Accounts@EfficiencyWorks.com.au.
 - If a course is cancelled by Efficiency Works, then written notification will be given to the student / client and a refund made.
- Written requests for refunds will be acknowledged within 3 working days, an email will be sent with a withdrawal form (if required) to be completed by the student / client and returned before the refund can be processed.
- Efficiency Works Administration team will review refund requests to establish:
 - What portion of the course has been completed.
 - The amount owed back to the student / client.

Note - If the student has chosen to withdraw due to illness and/or compassionate compelling grounds (verified by medical certificate) within the periods stated in Withdraw Reasons above

- Special consideration will be made to student / clients withdrawing from courses based on illness and/or compassionate or compelling grounds (verified by medical certificate).
- Efficiency Works will process all refund requests with 28 days from date of request made.