

## SERVICE FEES AND REFUND POLICY

Work Skills has an easy 4 Step process for enrolling and notifying the customer of fees or additional charges applicable, if any.

### Service Fees

Throughout the Work Skills enrollment process the “Prospective Student/Client” (otherwise known as the Customer) is provided information on course outlines, course costs, payment method options, delivery method, travel costs\* and all relevant information.

All courses have comprehensive “Information Brochures” available at [www.workskills.com.au](http://www.workskills.com.au)

Once a decision is made by you to proceed as a Customer, the following steps are implemented:

1. Work Skills sends an electronic “Tuition Fee Agreement” (TFA) customised to the needs of the customer. This agreement outlines all the conditions, fees, additional costs and payment methods.

The TFA is sent via your nominated email and is to be signed using the digital signature service provider [PleaseSign](#)

Please note: “Fee for Service” customers there is a non-refundable enrolment/administration fee and this will appear on the TFA.

2. We offer and recommend each Customer the option of a payment plan, a separate bank approved document which will also be sent via PleaseSign, applicable only to the payment of Student Contribution Fees.

The Customer selects their frequency, payment amount, date of commencement and provides bank details for withdrawal of payments. The amount recommended is a minimum of \$9.00/week. If a Customer nominates to pay on completion of each unit, then they are invoiced accordingly.

If the fees outstanding reach in excess of \$300 the customer will be contacted to pay arrears and training may be suspended until outstanding invoices are up to date.

3. Once Work Skills has received the signed TFA, an invoice is sent to you, if and as applicable relating to any nominated costs in the TFA such as an enrolment/administration fee for “Fee for Service” or “additional charges” such as travel cost as an example.

4. Once the TFA is signed and deposit invoices paid, (if applicable) Work Skills will contact you and arrange an appointment to complete the sign-up process and commence training. Work Skills provides monthly statements to all related customers ensuring all parties are aware of fees and charges paid and/or outstanding.

\* Prices quoted are for courses and qualifications delivered in Brisbane and its immediate suburbs.

**Additional Charges** may be requested from the Employer/Industry (or in the case of FFS applicants the individual) to cover expenses of **travel** (flights/accommodation/car rental charges, allowances etc) and may be applicable if **travel** of more than 100km (from Brisbane GPO) is required. Additional charges will be at cost and are calculated based on each individual Employer/Industry and their location. Please ask for indication at any time. It is a Work Skills policy to ensure that **ALL** costs are kept to a minimum and you will be notified of these if applicable and before enrollment in any training or assessment, course or qualification and will form part of our Tuition Fee Agreement (TFA) which will be signed by all parties before enrollment or starting of any training that leads to a qualification or course.

### Refunds

A monetary refund may be applicable when a student or employer (known as a customer) has paid fees in advance for any training and/or assessment (including RPL) that has not been started.

In instances where a customer maybe entitled to a refund and a refund is applicable because of, for example, the payment plan agreed to went into credit, a refund will be provided within 30 days of cancellation or completion to the bank account nominated in the TFA. This allows time for the file to be audited, ensuring accuracy of the refund to you.