

Wesley Health Management

Payment & Refund Policy

SCOPE

This policy covers all fees payable for training services provided within Wesley Institute of Training's scope of registration.

PURPOSE:

To provide for appropriate handling of clients' payments and to facilitate refunds in the case of cancellation or transfer by either party. The refunds process will allow clients the option to disengage from training in a manner in which a negative impact may be negated or reduced, depending upon notification time frame.

Refunds and Payments – Private Fee Paying Students

1. All monies received, including deposits, are non-refundable once received.
2. An initial minimum deposit (see schedule of fees) is required to confirm a position on the course nominated by the student.
3. Payment for the Medical Receptionist and Terminology Course and the Medical Computing Course is to be received in full by the first day of the course; or the student will not commence the course. Payment for the Certificate III in Business Administration or Certificate III in Health Administration should be made in accordance with the agreed terms of payment or the student will not commence the course.
4. Non-attendance on the Medical Reception and Terminology Course will incur the full course cost, however, a substitute participant is welcome if pre-arranged prior to 5 days of the commencement of the course.
5. If students wish to transfer to another course date, then notice must be given prior to the course start date. No less than 5 days' notice is required for the Medical Receptionist and Terminology Course. Transfers with less than 5 days' notice of course start date may be considered with a transfer fee of \$45 payable.
6. No less than 14 days' notice is required for the Medical Computing Course. Transfers with less than 14 days' notice of course start date may be considered with a transfer fee of \$155 payable.
7. Should Wesley Institute of Training be unable to provide a course as agreed, students will be offered the choice of a transfer to an alternative venue or date or a full refund.

8. Wesley offers flexible payments options on certain courses such as the Certificate III in Business Administration and the Certificate III in Health Administration. Where the student has been approved for the flexible payment option, the required deposit and a fully completed and signed direct debit authorisation form must be received by Wesley at least one week prior to commencement of the course.
9. No certificates including Statements of Attainment or Qualifications will be issued for any course until payment is received in full.
10. Wesley Institute of Training reserves the right to cancel a student's registration and to withhold any Certificate or Statement of Attainment if regular payments are not made in accordance with their agreement. Wesley also reserves the right to deduct a dishonour fee of \$30 from the student's account as a result of non-payment of any amount due.
11. Wesley Institute of Training will refer all accounts that are 30 days or more overdue to a debt collector. Students will incur the cost of appointing a debt collection agency in addition to the amount to be recovered.
12. Student's are unable to pay fees in advance of more than \$1500. Where a student would like to pay the full amount upfront for a qualification with a cost of more than \$1500 Wesley is only able to accept \$1500 and the balance can be paid once the student has completed sufficient units so that the pre-payment amount is not more than \$1500.

Missed Sessions, Late Assessments and Re-assessment Policy – Private Fee Paying Students

13. Students who do not attend a session during the 4 weeks of their Medical Reception & Terminology Course you are allowed 1 transfer into another course to complete the unit requirements. There is a fee of \$45.00 to cover administrative costs.
14. Non-attendance at the Medical Computing Course will be charged at the full course cost to transfer to another date.
15. Students have 12 months from enrolment to complete the Certificate III in Business Administration (Medical) or the Certificate III in Health Administration. An extension may be applied for at a cost of \$250 for a 6 month extension.
16. Late assessments shall be sent to Head Office and a penalty of \$85.00 applies for marking of late assessments. This must be paid prior to marking.
17. Students requiring re-assessment for the unit BSBITU307 Develop keyboarding speed and accuracy will be charged \$8 per assessment to cover costs for each additional test required to meet the competency standards.

Refunds and Payments – Funded Students

1. Queensland Certificate III Guarantee Only – Fees are published on the website and are available to download for each qualification on offer.
2. WA Traineeships Only - Fees are calculated according to the funding rates set out by the State Government and students will be advised of all fees and charges as if completing in the current year. Student's fees will be reviewed according to the units' current year's contributions and adjusted on 1 January according to the number of units the student has yet to commence. An invoice for this small adjustment amount will be forwarded to the student/employer.
3. Proof of concession is to be provided prior to enrolment for students who are entitled to a concession rate on course fees.
4. On enrolment students will take up one of the following payment options:
 - a. Pay the full amount of fees and charges
 - b. Present a signed authority from their employer agreeing to pay the fees and charges
5. Where Wesley Institute of Training is unable to deliver a unit as advised at enrolment students may transfer to another unit or receive a full refund.
6. Should the responsible party (student or employer) fail to make the required payment on time the student will not be able to commence the next unit of study until payment is received.
7. Traineeship students who cancel their training contract or are required to transfer to another RTO will have all of their fees for outstanding units refunded or transferred to that RTO.
8. WA Traineeships Only – Students may withdraw before Week 2 of the Short Course and will be provided with a full refund. A withdrawal must be advised in writing by the Friday following the first class. Withdrawal from an online unit may be submitted up to 1 week after commencement of the online unit.
9. WA Traineeships Only – Students who are experiencing exceptional circumstances may apply for a withdrawal from a unit and may be offered a pro-rata refund of fees. Students should follow the refund process outlined in this policy.

Missed Sessions, Late Assessments and Re-assessment Policy – Funded Students

10. Students who are unable to attend a session of the Short Course, Medical Triage or other Workshop must give at least 5 days notice. They may transfer to another course once with no charge provided they have given notice.
11. Students who miss more than one class (without prior notification) will be deemed Not Competent as they will have missed the in class assessments that form part of their qualification. They will then be required to re-enrol in the unit in order to complete their qualification.
12. Students who are unable to complete an assessment by the due date must obtain an extension from their trainer. Students who do not obtain an extension and do not submit an assessment will be marked Not Competent.
13. Students who are marked Not Yet Competent for an assessment (and have attended all classes and attempted all of the assessment) will have the opportunity to resubmit their assessment once more before their final grade is recorded.

14. Students requiring re-assessment for the unit BSBITU307 Develop keyboarding speed and accuracy will be charged \$8 per assessment to cover costs for each additional test required to meet the competency standards.

Additional Fees

1. Each course or qualification offered by Wesley Institute of Training is all inclusive of the following
 - a. Enrolment and administration
 - b. Phone and email support
 - c. Learning and assessment material
 - d. Use of classroom and facilities for face to face training
 - e. Provision of relevant documentation once only
 - f. Up to 2 attempts at assessment per unit (except BSBITU307)
2. Students have the right to request re-marking of their assessments within 4 weeks of receiving the results of their assessment. This will attract a \$25 fee. This fee is refundable if the students mark is changed following re-marking.
3. Students will be issued with one copy of the required training materials. Should students require an additional copy for any reason (including lost or damaged materials) an additional fee will apply.
4. Students who require the re-issue of a transcript or qualification will be charged an additional fee. This will also apply if students have not provided sufficient details for certificates to be issued within the required timeframes.
5. Course deferral, extension fees, dishonour fees, transfer fees and late assessment fees are outlined in this policy for funded and private students

Refund Process (eligible students only)

6. Students who wish to apply for a refund must do so in writing to training@wesleytraining.edu.au within 1 month of withdrawal from the course. Students will receive acknowledgement of receipt of the refund request within 7 days.
7. Students applying for a refund due to exceptional circumstances must provide evidence of these circumstances.
8. Students will receive written notification of the outcome of their application for a refund within 14 days of submission of their refund request.
9. Refunds that are approved will be paid into the students nominated bank account within 7 days of confirmation of the refund owed and receipt of bank details.
10. Students who wish to appeal the outcome of a refund decision may do so by referring to the Complaints and Appeals Policy.

Policy Dissemination

Details concerning the scope of Wesley Institute of Training Payment & Refund Policy are to be clearly disseminated to prospective clients prior to contractual arrangements being made. This Policy is published on the website and students are referred to it in the Terms and Conditions signed prior to enrolment.