

## Fees

If your employer is responsible for full paying of all fees and charges, you will not be charged any fees in relation to your program, nor will you be eligible for any refunds. Warner Institute has an agreement in place with your employer to cover events such as your withdrawal from the program.

You or your employer will be advised of any fees payable and the timeframe for payment, within the Explanation of Your Investment document and in a Statement of Fees, prior to enrolment.

If you are responsible for payment of all fees and charges, you will be required to pay the fees as outlined in:

- the 'Explanation of your Investment' pages included within the relevant program Info Pack, and
- 'Your Statement of Fees and Investment Agreement' and/or Direct Debit Payment Plan.

A copy of the our full Warner Institute Tuition Fees, Refund & Cancellation Policy (W-Inst PP016) is available from your Warner Institute Partnership Manager. This extract is available from our websites; [warnerinstitute.com.au](http://warnerinstitute.com.au)

## Payment Policy

### Payment Due

Where your Tuition Fees payable total less than \$1,000, full payment of fees must be made prior to commencement date of the program, unless otherwise agreed with the Warner Institute Manager, Partnership Team.

Where total fees are more than \$1,000, the initial payment of fees of \$1,000 must be made prior to commencement, unless otherwise agreed with Warner Institute Manager, Partnership Team. The remainder can be made in instalments on payment terms as agreed with Warner Institute up to a maximum of \$1500 in advance.

### Accepted Payment Methods

Credit Card:	Visa & MasterCard are accepted, please note that a 2% surcharge is levied on any payments made by credit card
Electronic Funds Transfer:	Details as appears on Tax Invoice
Cheque:	Payable to Warner Institute, details as appears on Tax Invoice
Direct Debit:	Submission of a Direct Debit Request Form for approval for any payments to made by Direct Debit

### Instalment Payments

If your Tuition Fees payable total more than \$1,000, an initial payment of fees of \$1,000 must be made prior to commencement of your training program, unless otherwise agreed with Warner Institute. The remainder can be made in instalments on payment terms as agreed with Warner Institute up to a maximum of \$1500 in advance using the Direct Debit Payment facility.

### 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 participant's training until their outstanding fees have been received according to their signed Investment Agreement and/or Payment Agreement. If the non-payment is not rectified then the participant's Statement of Attainment, Record of Results and/or Testamur will be withhold until the outstanding fees have been received by Warner Institute in full.

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## Refund Policy

Program cancelled/postponed or closure of Warner Institute prior to program commencement.

In the case of Program cancellations/postponement or closure of Warner Institute, a full refund is given as detailed below.

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Government Funded participants	Full refund of all tuition fees paid
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Full fee participants	Full refund of program fees paid
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Participant withdrawal at any time up to 28 days after the Program commencement date.

Refunds only considered within the first four weeks of the Program start date, and must be applied for in writing.

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Government Funded participants	Tuition Fee is non-refundable
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Full fee participants	A \$300 Administration Fee will be retained by Warner Institute to cover administration, materials and other service costs. The balance of the program fee will be refunded
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Refund periods days/weeks are counted from the Program commencement date and are calculated as calendar days.

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Participant withdrawal after 4 weeks/28 days from Program commencement date:

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Government Funded participants	Tuition Fee is non refundable
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Full fee participants	Program Fee is non-refundable
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Refund periods days/weeks are counted from the Program commencement date and are calculated as calendar days.

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## Administrative Fees Policy

### Reissue of Certificates/Statement Of Attainments Policy

A \$50 Administration Fee will apply to re-issue any previously supplied Statement Of Attainment Certificates. Any such request must be made in writing and the fee is applied per re-issued document.

### Participant Program Recommencement Policy

A \$300 Administration Fee will apply to participants who commenced their participation within a program and who then after having withdrawn from it, wish to recommence into another later program incorporating the same accredited qualification(s). Any such request to recommence must be in writing and any original payment agreement and schedule remains unchanged.

## Application for Reduction or Waiver of Tuition Fees

The requirement to pay Tuition Fees is based on the principle that participants 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, 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 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 Participants rests with the Managing Director of Warner Institute.

A copy of the Application for Reduction or Waiver of Tuition Fees (W-Inst Form 139) is available from your Warner Institute Partnership Manager.

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