

## Tuition Fees

A tuition fee is the fee determined by our organisation and payable by a student for a unit of study.

It includes, but is not limited to:

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

The following inclusions are covered by our tuition fees and are not separately charged for:

- all course materials, such as subject outlines, reference books, reading lists, tutorial or seminar topics and problems, assignment and essay questions, and requirements and guidelines for the presentation of work, and other materials
- all clinic, laboratory and/or workshop materials used in practical sessions
- examinations or assessments, including practical assessment;
- reassessment of results where a student has been initially assessed as non competent and they resubmit the required assessment task(s) so as to not thereby 'fail' a subject or unit
- awarding of relevant Testamur, Statement of Attainment and Record of Results.

Our Tuition fees do not include a fee that is payable for any goods or services that are in addition to those covered by the tuition fee and are 'incidental' to the student's studies, eg; transport, accommodation, etc

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

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

You, or where applicable your employer/JobActive provider, 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 your employer/JobActive provider 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 will have an agreement in place with your employer/JobActive provider to cover events such as your withdrawal from the program.

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 website; [warnerinstitute.com.au](http://warnerinstitute.com.au)

## Payment Policy

### Payment Due

Participants will receive a Tax Invoice from Warner Institute for the Tuition Fees payable upon their commencement in the program in accordance with their agreed statement of fees and investment agreement.

Participants must pay the total amount payable as notated on the Tax Invoice within the specified payment period, that is 14 days or as per your agreed payment plan.

Where it a documented payment plan has been previously agreed to, the agreed payments will be direct debited from the participants nominated account on the specified dates

### Accepted Payment Methods

Methods of payment available:

Credit/Debit Card: Visa or Mastercard

EFT: Electronic Fund Transfer to Warner Institute's nominated Bank A/C, details as appears on Tax Invoice

Cheque: Payable to Warner Institute, details as appears on Tax Invoice

Direct Debit: Request & submit Direct Debit Request Form for approval

Note: Warner Institute does not accept cash payments

### 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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