



Purpose

The purpose of this procedure is to detail the fees and charges associated with completing an enrolment with Volt Edge.

Scope

This policy applies to students/clients enrolling into a course conducted by Volt Edge.

Definitions

Term	Definition
Closed Course	Closed course booking is a course that has been booked solely by a Company / Employer for its own employees and is not an open course.
Individual booking	An individual booking is an open course held by Volt Edge for any participants.
Open/Public Scheduled Course	Open or public courses are courses that Volt Edge organises at their venue and can accept enrolments from both individuals and companies.

1) Payment

Volt Edge will charge a nominal fee per course enrolled. Course fees are set at competitive rates and will be advised prior to enrolment in a course. These fees vary from course to course. For up-to-date course fees please refer to our [website](#), course outline brochures or speak to a representative from our sales team.

Volt Edge guarantees the sound financial position of the business. Volt Edge take measures to ensure that course fees paid in advance are identified and protected and the business maintains appropriate insurance policies. Course fees collected over \$1,500 are protected by a bank guarantee.

a) Individual Booking

Volt Edge uses the eWAY Payment Gateway for its online credit card transactions. eWAY processes online credit card transactions for thousands of Australian merchants, providing a safe and secure means of collecting payments via the Internet. All online credit card transactions performed on this site using the eWAY gateway are secured payments.

- Payments are fully automated with an immediate response.
- Your complete credit card number cannot be viewed by Volt Edge or any outside party.
- All transactions are performed under 128 Bit SSL Certificate.
- All transaction data is encrypted for storage within eWAY's bank-grade data centre, further protecting your credit card data.
- eWAY is an authorised third-party processor for all the major Australian banks.
- eWAY at no time touches your funds; all monies are directly transferred from your credit card to the merchant account held by Volt Edge.

b) Payment Plans

Payment plans are made available for eligible students. To be eligible for a Volt Edge Payment Plan, you must be a student enrolling in a Volt Edge Accredited, Skill Set or Certificate IV course with tuition fees more than AU\$1,100. To review the eligibility requirements and make application access the [Student Payment Plan Agreement](#).



c) Closed Course

Volt Edge requires upfront payment of course fees unless prior arrangements have been made i.e., Purchase Order.

2) Cancellations

Volt Edge reserves the right to cancel, postpone or re-schedule courses due to low enrolments or unforeseen circumstances. Should this occur a full refund and/or an opportunity to reschedule (without penalty) will be offered.

Volt Edge reserves the right to change course fees, dates, content, trainers or method of presentation at its discretion.

Volt Edge take responsibility and follow processes to ensure our training and assessment practices comply with the National Vocational Education and Training Act and Training Regulator Act 2011.

a) Closed Course

Volt Edge will charge a nominal fee for courses booked for group bookings which are cancelled. Cancellation fees applied under the following circumstances:

- If an arranged closed course is cancelled with more than ten (10) working days' notice from commencement of course, there will be no charge
- If an arranged closed course is cancelled less than ten (10) working days before commencement of the course a fee of 50% of the agreed costs or minimum numbers quoted will be payable by the Client.

3) Refunds

a) Individual Booking

Enrolment fee may be refunded under the following circumstances:

- If a student withdraws from the course more than seven (7) days prior to commencement of the course, full enrolment fee will be refunded.
- If a student withdraws less than seven (7) days but more than (1) one business day prior to commencement of the course 20% of course fee will be forfeited, 80% of course fee will be refunded.
- No refunds will be granted from the date of the commencement of course.
- In line with our values on equity and access, students may approach Volt Edge if they have circumstances that warrant an alternative payment structure being agreed.

Please email us at accounts@voltage.com.au within that time if you are not satisfied with your purchase so that we can resolve any problems.

b) Individual Postponement

If a student has qualified for 80% refund but has instead opted for a postponement, then the refund will be available for the first four weeks after the scheduled course commencement date. Postponement of the course can be to a maximum of three (3) months.

c) Online Training

Students who enrol into one of our online only courses will have a seven (7)-day cooling off period from date of enrolment to apply for a refund.



Whilst we will issue refunds in accordance with Australian Consumer Law, however, please note that refunds will not be provided where you have:

- changed your mind;
- found it cheaper somewhere else;
- decided you did not like the purchase; or,
- have no use for it.

Refunds will only be provided by Volt Edge where:

- a person has been unable to complete their online course due to the unavailability of Volt Edge's online learning services; and
- Volt Edge, or sub-provider has failed to maintain services.

Refunds will not be granted, for example, where a person's personal internet connection becomes unavailable, personal IT hardware is unable to meet the minimum requirements, or corporate internet access blocks access to Volt Edge's online learning services.

Refunds must be requested in writing within seven (7) days from course enrolment. Withdrawal request must be made on the Withdrawal Request Form. This must be signed by the student and where applicable, referring 3rd party and submitted for approval to training@voltage.com.au.

If approved, refunds will be processed via Electronic Funds Transfer (EFT) seven (7) days after the request has been received. If an offer of a place is withdrawn, or Volt Edge is unable to provide the program, the student is eligible for a full or pro rata refund of tuition fees paid within seven (7) days.

d) Instrumentation Course Enrolment

Students who enrol into our Certificate IV in Electrical - Instrumentation or Certificate III in Instrumentation and Control course will be required to pay a minimum non-refundable Initial payment. Students have a seven (7) day cooling off period from date of enrolment to apply for a refund.

Refunds must be requested in writing within seven (7) days from course enrolment. Withdrawal request must be made on the Withdrawal Request Form. This must be signed by the student and where applicable, referring 3rd party and submitted for approval to training@voltage.com.au.

If approved refunds will be processed via Electronic Funds Transfer (EFT) seven (7) days after the request has been received. If an offer of a place is withdrawn, or Volt Edge is unable to provide the program, the student is eligible for a full or pro rata refund of tuition fees paid within 7 days.

4) Course Withdrawal

A student may request to withdraw from a program of study at any time during the course schedule. Each request must be made in writing. Depending on the time the request is submitted a financial penalty may apply. Students may also have their enrolment cancelled due to disciplinary matters. Participants contemplating a withdrawal are advised to speak with our Sales and Administration team to determine the best course of action.



a) EEM Course Withdrawal

Students who enrol into our Electrical Engineering Manager course will be required to pay per course enrolled due two (2) weeks before course commencement.

Withdrawals within two (2) weeks of the course commencement date will not be refunded. Students have a seven (7) day cooling off period from date of enrolment to apply for a refund, whether this falls within the course withdrawal notice period of two weeks or not. Refunds must be requested in writing within 7 days from course enrolment.

No refunds will be granted from the date of the commencement of course. Withdrawal request must be made on the [Withdrawal Request Form](#). This must be signed by the student and where applicable, referring 3rd party and submitted for approval to training@voltage.com.au.

If approved refunds will be processed via Electronic Funds Transfer (EFT) 7 days after the request has been received.

b) Interrupting your Studies

If you are enrolled in a Volt Edge course you can apply to interrupt your studies. If you apply to interrupt your studies:

- You will be liable for the full cost of the course, and/or
- You will NOT receive a refund if you have paid your tuition fees upfront.
- You must complete your course within the period of study within a maximum of two (2) years' timeframe. If you interrupt your studies for more than a total of two (2) years, you may be required to undertake Additional study to ensure the currency of your learning. Your course coordinator will be able to advise you of the requirements to complete your course.

5) Enrolment Period and Extension

Students who are enrolled in a Volt Edge Course have an enrolment period allocated to complete their training. Students who require further time must contact Volt Edge Training Team to request an extension.

A base rate of 20% of standard course fees will be applied to any extension requested as per the terms set out below. If a student does not complete the training within the set timeframe including the one allowed extension you will be required to re-enrol for the course and full fees will apply.

a) Enrolment Period

Students generally complete all training and assessment during the enrolment period. If students take longer on the completion of assessments, you will have up to six (6) months from day one (1) of your course to finalise your course assessments (MAXIMUM one (1) month extension with a 20% fee).

b) Online Self-Paced Short Course

Students have up to six (6) months from when the course material is released to finalise all required assessments for the enrolled course this includes all written and practical assessments (e.g., but not limited to: EEHA Refresher online, HV Coordination, S1, S2, S3 & G2 (MAXIMUM 1 month extension with a 20% fee).

c) Certificate IV Hazardous Areas Electrical Training

Students have a maximum of twelve (12) months to finalise all required assessments for the course this includes all written and practical assessments (MAXIMUM three (3) month extension with a 20% fee).



d) Online Self-Paced with face-to-face component Full Qualification Training

Students have a maximum of two (2) years to finalise all required assessments for the enrolled course this includes all written and practical assessments (e.g. but not limited to: Certificate IV in Electrical - Instrumentation, Certificate III in Instrumentation and Control, Certificate II in Split Air-conditioning and Heat Pump Systems) (MAXIMUM 6 month extension with a 20% fee).

Re-enrolment and full fees are required if you do not complete your training and assessment requirements after the first (and only) extension. We understand that extenuating circumstances may apply to some students. Please contact our training team if this is the case.

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