



**Water Training
Australia**

RTO 21747

Refund Policy

Water Training Australia is a registered training organisation providing training, assessment and credentials in vocational education and training for employees of organisations associated with the water industry.

The Employer is an organisation operating in the water industry and wishes to engage Water Training Australia to provide training to its employees.

The Learner is an employee of an organisation operating in the water industry who enrolls with Water Training Australia to commence and complete the selected training.

At the request of the Employer, Water Training Australia has agreed to provide the service of delivering training to their employees on the terms set out in their Client Agreement.

Fees and Charges

Water Training Australia provides training on a fee for service basis through the learner's employer. As a consequence, fees will be charged directly to the employer. The fees will be charged on a post training basis and there will be no pre-payment for any training. As a result, Water Training Australia will not be refunding any fees.

Water Training Australia and the Employer agree and acknowledge that fees are based on a quote formulated by Water Training Australia in response to information and representations requested and provided by the Employer. This information includes the requirements and needs of the Employer and Learners and the number of Learners.

The parties agree that if the information used to calculate the fee amount was incorrect or changes, Water Training Australia may either increase or decrease the fee amount to reflect any change or correction of information or circumstances. The Employer will receive written notice of that variation.

Where Learner fees are subsidised via Government Funding, Learners are required by the terms of that funding to meet the training requirements. If Learners fail, neglect or refuse to meet those requirements then the Employer will be invoiced by Water Training Australia for the Fees that would apply for that Learner on "fee for service" basis ie Training Fees as if the Government Funding had not applied.

Part of the learner's enrolment acknowledges that some Learners may not submit assessments on time and may seek to do so after the end date. The Employer may be invoiced a Late Submission Fee for each assessment submitted by a learner (their employee) more than three months after the end date. Late Submission fees must be paid within 28 days of receipt of a tax invoice from Water Training Australia and Water Training Australia shall be entitled to withhold the results of the Learners relevant assessments until the fee is paid.