

Short Courses Refunds and Cancellation

Policy

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Policy owner:	Manager Vocational Education and Training
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Related policies and documents:	Fees, Charges and Refunds Policy WSET Approved Programme Provider Handbook

Purpose

To ensure that there is a clear and consistent approach for all matters relating to the setting of student fees, refunds and cancellations of short courses at William Angliss Institute.

Coverage

This policy applies to all William Angliss Institute (WAI) people enrolled in a short course at WAI.

Policy

- WAI has the right to establish and collect fees from students and sponsors of students.
- WAI's Executive Group have the sole authority to approve fees and charges.
- All short courses fees are set by WAI.
- Scheduled classes may be cancelled due to insufficient participants or other unforeseen circumstances and WAI will make all effort to inform participants no later than 48 hours prior to the commencement of the course where possible.
- If the course is cancelled by WAI, participants will be provided with an option to transfer to another date for the same course or receive a full refund.
- Participants can request cancellation or change of date by email as per the following conditions:
 - Requests received five or more business days before the day of the course will incur a \$20 administration fee.
 - Requests received within one and five business days from the date of the course will incur a \$50 administration fee.
 - Requests received on the day of the course, or any no-shows, will incur the full fee of the course and no refunds will be available.
- Gift vouchers or course vouchers cannot be cancelled or refunded.

Definitions

- **Short Course:** - Refers to an education program, the completion of Unit of Competence or, a combination of Units of Competence, which result in a statement of attainment or qualification recognised under the Australian Qualifications Framework; non-accredited qualifications; qualifications issued under a third party (e.g. Wine Spirits Education Trust (WSET)).

Legislative and/or Institute Management Context

WSET Global Governance

Non-compliance with Policy

Established breaches of this policy may be met with disciplinary action and may result in dismissal.