

Fees

1. Status will invoice the applicable party for all course fees as indicated;
 - a) on the Course Fee Agreement Form for face to face or blended learning
 - b) via the online enrolment process for eLearning courses.
2. Course fees are payable in full prior to course commencement unless;
 - a) the organisation has credit arrangements in place with Status; or
 - b) an approved purchase order number is provided; or
 - c) a payment plan for individuals has been completed, and the agreed commencement payment has been made.
3. Status reserves the right to withdraw a client from training where course fees remain outstanding or payment plans are not adhered to.
4. Statements of Attainment and/or Certificates of Competency will not be issued unless all associated course fees have not been paid.

Refunds

Status will only provide refunds for course fees in accordance with this Course Fee and Refund Policy.

1. A non-refundable Administration Fee of 25% of the full course fee payable or a minimum of \$250 (whichever is greater), will be subtracted from any refund granted under the terms and conditions outlined in this policy.
2. ALL refund requests:
 - a) Must be in writing, using a Refund Request Form available from accounts@status.net.au
 - b) Received by our office within 30 days from the enrolment application date
 - c) Will be calculated, proportionately, for any units of competency within a qualification not yet commenced
 - d) The refund amount will be less the 25% Administration Fee or \$250 (whichever is the greater)

3. Refund requests received by our office after 30 days from your enrolment application date will not be granted, unless we are satisfied that you are currently suffering from extreme hardship or a severely debilitating medical condition. Conditions 2a), 2c) and 2d) above still apply, and in addition:
 - a) To be eligible for a refund due to extreme hardship, you must provide supporting documentation which may include detailed letters or documentation from medical specialists, death certificates, legal documentation, and documentation that may prove extreme hardship.
 - b) To be eligible for a refund due to a severely debilitating medical condition suffered by you, you must provide a medical certificate and supporting documentation that must include a Medical Information Form that is fully completed by a Medical Practitioner or a duly executed written medical authority that will allow us to obtain the information requested on the Medical Information Form.
 - c) All documentation must be original documentation or copies of original documentation certified by a Justice of the Peace (JP), and must be posted to our head office: Status, Finance Division, PO Box 75, Oaklands Park, SA 5046 for our review.
 - d) Refunds based on circumstances of extreme hardship or a severely debilitating medical condition must be received by our office within 90 days of your enrolment application date.
4. For all courses where Work Placement is required in order to complete the course qualification, the student is responsible for finding their own Work Placement. No refund will be given where placement is not found.
5. Refunds will not be given for any of the following reasons:
 - a) Non-completion of assessment activities,
 - b) Change of mind about a course, or,
 - c) Other circumstances beyond our control.
6. A refund of course fees will be provided within 30 days in the event that:
 - a) Status cancels a course prior to commencement. A refund of full course fees paid will be provided.
 - b) Status is unable to provide services outlined in the client agreement. The refund will be calculated on a proportional basis where the remainder of course fees for services not provided will be refunded.

Complaints/Grievances

1. Any complaints or grievances regarding course fees or refunds should be addressed via the complaints process as outlined in the applicable Client Information Handbook or eLearning Handbook.