

Fees and Refunds

Introduction

The Fees and Refunds Policy outlines when fees are payable and the circumstances under which students are eligible for fee refunds.

Authorisation

Chief Executive Officer to authorise policy;

Director of Education to implement operational strategies.

Policy

In accordance with applicable State legislation, Comm Unity Plus Services Ltd is entitled to charge fees for items or services provided to students undertaking a course of study. These charges are generally for items such as course materials or text books, student services and training and assessment services.

Fees Payable

Fees are payable once the candidate attends the Pre-Training Review and makes an informed decision about which course he/she will enrol for. Each student will be issued with a Statement of Fees which outlines the total cost to them, for their course of study/enrolment, taking into account their current circumstances (including any eligibility for concession). Payment options can be discussed at the time the Statement of Fees is issued.

Prior to course commencement, students will be issued with an invoice for all fees payable. Invoice payment is required **prior to 14 days** after course commencement.

Where Comm Unity Plus Services Ltd collects student fees in advance, it will accept payment of no more than \$1,000 from each individual student prior to the commencement of the course. Following course commencement, Comm Unity Plus Services Ltd may require payment of additional fees in advance from the student but only such that at any given time, the total amount required to be paid which is attributable to tuition or other services yet to be delivered to the student does not exceed \$1,500.

Refunds

Where a student requests a refund, refunds are available in certain circumstances as outlined below, however, no refund will be given if proof of payment (e.g. receipt, bankcard statement) is not provided at the time of the request.

Students who withdraw from a training program must notify Comm Unity Plus Services Ltd by written notice (letter, email, fax) at the soonest opportunity. Once Comm Unity Plus Services Ltd receives a written notice, the following refund policy will apply:

Address: Level 1, 358 Main Road West, St Albans, 3021

Email: education@comm-unityplus.org.au

Ph: 03 8312 2030 Fax: 03 9367 9438

ABN: 75 989 153 699 ACN: 603 318 494



- If a student withdraws, from a Skills First Program subsidised training at any time up until 4 weeks after the commencement date of the course, Comm Unity Plus Services Ltd will refund the tuition fees paid.
- Where materials have been supplied for a course, and a student withdraws, no refund of the Materials Fee will be given.
- No refund is available where a student withdraws from a Skills First Program subsidised training after 4 weeks of their course commencement date.

A full refund of fees will be given to a government-subsidised student when:

- Comm Unity Plus Services Ltd cancels the course due to student numbers or other reasons; or
- the candidate's application for enrolment is not accepted; or
- the suggested class location and time are not suitable for the candidate; or
- the candidate advises Comm Unity Plus Services Ltd prior to class commencement that they are cancelling their enrolment from the course.

Partial refunds will be given in the following circumstances:

- The student has paid the full fee and then provides evidence of a Health Care Card within 5 working days of the course commencing. In these instances, Comm Unity Plus Services Ltd will refund the difference between full fees and concession fees. Or
- The student has paid the full fee and achieved some competencies. Comm Unity Plus Services Ltd cancels the course and issued a Statement of Attainment for the competencies which the student has achieved. In these instances, Comm Unity Plus Services Ltd will refund the unused part of the fees.

Comm Unity Plus Services Ltd retains the right to grant refunds in other circumstances as it sees fit.

Keeping Students Informed

Prior to the commencement of training, Comm Unity Plus Services Ltd will provide each Eligible Individual with a Statement of Fees. The Statement of Fees will provide Eligible Individuals with a quote for the total cost to them, for their course of study/enrolment, taking into account their current circumstances (including any eligibility for concession).

The Statement of Fees will also comprise:

- The code title and currency of the training product in which the learner is to be enrolled, as published on the National Register. www.training.gov.au
- The training and assessment, and related educational support services Comm Unity Plus Services Ltd will provide to the learner including: estimated duration; expected locations at which training and assessment will occur; expected modes of delivery.

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- The hourly tuition fees relevant to the Eligible Individual enrolment taking account of any applicable concessions or waiver/exemptions;
- The approximate value of the contribution from the government towards the qualification in which the individual is considering enrolment;
- The total amount of all fees including Tuition Fees, and Student Services Fees (Administration and Materials Fees); and all other fees associated with government subsidised training.
- Payment terms, including the timing and amount of fees to be paid and any non-refundable deposit/administration fee;
- The nature of the guarantee given by Comm Unity Plus Services Ltd to complete the training and/or assessment once the student has commenced study in their chosen qualification or course;
- The fees and charges for additional services, including such items as assurance of a replacement qualification testamur and the options available to students who are deemed not yet competent on completion of training and assessment; and
- Comm Unity Plus Services Ltd Refund Policy.
- Full Fee Paying Clients are required to pay an assessment fee.

Concession Fees

Students may be eligible for a concession rate of fees upon presentation of a valid concession card. The concession fee is 20% of the standard tuition fee which Comm Unity Plus Services Ltd would have charged a non-concession government subsidised student in the same course at that time.

Indigenous Completions Initiative

Under the Indigenous Completions Initiative, for enrolments in a course at any level the Comm Unity Plus Services Ltd must charge the concession fee to individuals who self-identify as being of Aboriginal or Torres Strait Islander descent (and are reported as such through the "Indigenous Student Identifier" field of the Student Statistical Report).

The Comm Unity Plus Services Ltd must retain a copy of the enrolment form on which the individual self-identified as indigenous.

Asylum Seeker VET Program

Under the Asylum Seeker VET program, for enrolments in courses at the Certificate IV level and below, Comm Unity Plus Services Ltd must charge the concession fee to an asylum seeker or trafficked person enrolled on or after 1 July 2016.

The evidence of eligibility for concession that should be sighted and retained by the Training Provider is:

- a. a validly endorsed referral form – *Referral to Government Subsidised Training – Asylum Seekers* from the Asylum Seeker Resource Centre; or

b. a validly endorsed referral form – *Referral to Government Subsidised Training – Asylum Seekers* from the Australian Red Cross Victims of Human Trafficking Program; or

c. where a TAFE Institute or Learn Local Organisation has confirmed a student's eligibility for the Program, evidence the individual holds a valid Visa type obtained by using the Commonwealth Visa Entitlement Verification Online.

Fee Waivers/Exemptions

As per the 2018 Guidelines about Fees Skills First Program, Comm Unity Plus Services Ltd allows fee waivers / exemptions under the following criteria:

- No tuition fees will be charged for students from Judy Lazarus Transition Centre.
- No tuition fees will be charged for Young people on community based orders who are required to undertake the course pursuant to a community based order made under the Children, Youth and Families Act 2005.
- *Skills First* Youth Access Initiative -No tuition fees will be charged for an individual referred with a validly endorsed referral form from either the Department of Health and Human Services, the Department, the Department of Justice and Regulation, or a referring agency (a referring agency is an organisation that is contracted by the Department of Health and Human Services or the Department of Justice and Regulation to deliver child protection or youth justice support services)
- No tuition fees will be charged for Free TAFE for Priority Courses (TAFE and Dual Sector universities only)

Extreme Hardship

Comm Unity Plus Services Ltd, in its commitment to adult education, has been authorised by the Board of Management and the CEO to absorb tuition fees for students who may or may not hold a concession card and have financial difficulties.

To be eligible for a tuition fee waiver, students must fill in a hardship form stating the reason that a waiver is being sought because of:

- Family death or illness
- Natural Disaster
- Loss of Income/Job
- Unemployed

Commercial Arrangements

In some cases all fees will be waived for students as part of a commercial group or arrangement. If uncertain that this applies, please check with your Training Manager and/or the Director of Education.

Responsibility

The Chief Executive Officer is responsible for adopting this policy.

The Chief Executive Officer and Director of Education will delegate the responsibility for the implementation of this policy to the relevant authorised delegates of the Education team.

Supporting Documents

Student Enrolment Policy

Student Eligibility and Exclusion Policy

Skills First Program Enrolment Form

Statement of Fees

Extreme Hardship Form

Student Handbook

2018 Guidelines about Fees Skills First Program

2018-19 Standard VET Funding Contract Skills First Program

Skills First Quality Charter

APPENDIX A - Nationally Accredited Certificate courses- indicative course fees 2018

Courses offered by Comm Unity Plus Services Ltd are nationally accredited under the Australian Qualifications Framework and the Victorian Registration and Qualifications Authority. Please contact Comm Unity Plus Services Ltd for further information.

The student tuition fees as published are subject to change given individual circumstances at enrolment.

EAL courses

FEE SCHEDULE ¹		ALL ENROLMENTS		TUITION FEE			FEE FOR SERVICE			
COURSE NAME	COURSE CODE & SCHEDULED HOURS	Materials Fee (\$3.50 per Unit)	Administration Fee (\$1.50 per Unit)	TUITION FEE Skills First Eligible (Concession Card Holders)	TUITION FEE Skills First Eligible (Without Concession Cards)	Approx. Govt. Contribution	TUITION FEE Fee For Service (Concession Card Holders Not eligible for Skills First funding)	TUITION FEE Fee For Service (Without Concession Cards Not eligible for Skills First funding)	ASSESSMENT FEE	Approx. Govt. Contribution
Course in Initial EAL (6 units)	22482VIC (430 hrs)	\$21	\$9.00	\$50	\$250	\$3010	\$500	\$625	\$150	\$0
Course in EAL (9 units)	22483VIC (440 hrs)	\$31.50	\$13.50	\$50	\$250	\$3080	\$500	\$625	\$150	\$0
Certificate I in EAL (Access) (8 units)	22484VIC (500 hrs)	\$28	\$12	\$50	\$250	\$3500	\$500	\$625	\$150	\$0
Certificate II in EAL (Access) (8 units)	22485VIC (470 hrs)	\$28	\$12	\$50	\$250	\$3290	\$500	\$625	\$150	\$0

¹ All prices GST inclusive

FEE SCHEDULE ¹		ALL ENROLMENTS		TUITION FEE			FEE FOR SERVICE			
COURSE NAME	COURSE CODE & SCHEDULED HOURS	Materials Fee (\$3.50 per Unit)	Administration Fee (\$1.50 per Unit)	TUITION FEE Skills First Eligible (Concession Card Holders)	TUITION FEE Skills First Eligible (Without Concession Cards)	Approx. Govt. Contribution	TUITION FEE Fee For Service (Concession Card Holders Not eligible for Skills First funding)	TUITION FEE Fee For Service (Without Concession Cards Not eligible for Skills First funding)	ASSESSMENT FEE	Approx. Govt. Contribution
Certificate III in EAL (Access) (8 units)	22486VIC (500 hrs)	\$28	\$12	\$50	\$250	\$3500	\$500	\$625	\$150	\$0
Certificate IV in EAL (Access) (8 units)	22487VIC (495 hrs)	\$28	\$12	\$50	\$250	\$3465	\$500	\$625	\$150	\$0
Certificate III in EAL (Employment) (8 units)	22489VIC (380 hrs)	\$28	\$12	\$50	\$250	\$2660	\$500	\$625	\$150	\$0
Certificate III in EAL (Further Study) (8 units)	22491VIC (520 hrs)	\$28	\$12	\$50	\$250	\$3640	\$500	\$625	\$150	\$0
Certificate IV in EAL (Further Study) (9 units)	22492VIC (495 hrs)	\$31.50	\$13.50	\$50	\$250	\$3465	\$500	\$625	\$150	\$0

General Education for Adults (CGEA) courses

FEE SCHEDULE		ALL ENROLMENTS		TUITION FEE			FEE FOR SERVICE			
COURSE NAME	COURSE CODE & SCHEDULED HOURS	MATERIALS Fee (\$1.50 per Unit)	Administration Fee (\$1.50 Per Unit)	TUITION FEE Skills First Eligible (Concession Card Holders)	TUITION FEE Skills First Eligible (Without Concession Cards)	Approx. Govt. Contribution	TUITION FEE Fee For Service (Concession Card Holders Not eligible for Skills First funding)	TUITION FEE Fee For Service (Without Concession Cards Not eligible for Skills First funding)	ASSESSMENT FEE	Approx. Govt. Contribution
Course in Initial General Education for Adults (11 units)	22471VIC (225 hrs)	\$16.50	\$16.50	\$50	\$250	\$1575	\$500	\$625	\$150	\$0
Certificate I in General Education for Adults (Introductory) (16 units)	22476VIC (410 hrs)	\$24	\$24	\$50	\$250	\$3080	\$500	\$625	\$150	\$0
Certificate I in General Education for Adults (16 units)	22472VIC (430 hrs)	\$24	\$24	\$50	\$250	\$3360	\$500	\$625	\$150	\$0
Certificate II in General Education for Adults (11 units)	22473VIC (430 hrs)	\$16.50	\$16.50	\$50	\$250	\$3080	\$500	\$625	\$150	\$0

Other vocational courses

FEE SCHEDULE		ALL ENROLMENTS		TUITION FEE			FEE FOR SERVICE			
COURSE NAME	COURSE CODE & SCHEDULED HOURS	MATERIALS Fee (\$4.50 per Unit)	Administration Fee (\$1.50 Per Unit)	TUITION FEE Skills First Eligible (Concession Card Holders)	TUITION FEE Skills First Eligible (Without Concession Cards)	Approx. Govt. Contribution	TUITION FEE Fee For Service (Concession Card Holders Not eligible for Skills First funding)	TUITION FEE Fee For Service (Without Concession Cards Not eligible for Skills First funding)	ASSESSMENT FEE	Approx. Govt. Contribution
Certificate II in Cleaning(11 units)	CPP20617 (182 hrs)	\$49.50	\$16.50	\$70.00	\$350	\$736	\$560	\$700	\$150	N/A
Certificate III in Early Childhood Education and Care (18)	CHC30113 (858 hrs)	\$81.00	\$27.00	N/A	N/A	N/A	\$2,000	\$2,500	\$150	N/A
Provide an emergency first aid response in an education and care setting (1 unit)	HLTAID004 (20)	N/A	N/A	N/A	N/A	N/A	\$100	\$100	N/A	N/A

ACFE courses indicative course fees 2019

All ACFE courses are charged at the following rates:

Materials Fee: \$10

Administration Fee: \$5

Tuition Fee: \$1 per hour (concession card holder) \$9.20 per hour (fee for service)