

## 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; and

General Manager – Education to implement operational strategies.

### Policy

In accordance with applicable State Government of Victoria legislation, Comm Unity Plus Services Ltd is entitled to charge fees for items or services provided to students undertaking a course of study. The 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 the course in which he or she will enrol. The student will be required to pay Tuition Fees and Student Services Fees which includes Administration Fees and Materials Fees before the course commencement. Arrangements of payment can be discussed with the Student Enrolment Staff.

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

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:

- If a student withdraws from a Skills First Program subsidised training at any time up until four (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.

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- No refund is available where a student withdraws from a Skills First Program subsidised training following four (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 five (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](http://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.
- 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.

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- 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.

### 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) confirmation the student holds a valid Visa type obtained by using the Commonwealth Visa Entitlement Verification Online.

### JobTrainer

JobTrainer is an Australian Government initiative, delivered in partnership with the State Government of Victoria, to increase access to education and training for unemployed and young people impacted by the coronavirus pandemic.

Individuals enrolling under JobTrainer are entitled to complimentary tuition regardless of whether they hold a Concession Card. Comm Unity Plus Services Ltd will sight and retain one of the items of evidence that a student is eligible to participate, as per the 2021 Guidelines About Eligibility Skills First Program.



### 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.

### Fee Waivers and Exemptions

As per the 2021 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, which is an organisation contracted by the Department of Health, Department of Human Services, or the Department of Justice and Community Safety, to deliver child protection or youth justice support services.

### 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, potential students must complete a hardship form stating the waiver reasons:

Family death or illness	<input checked="" type="checkbox"/>
Loss of employment or income	<input checked="" type="checkbox"/>
Natural disaster	<input checked="" type="checkbox"/>
Unemployed	<input checked="" type="checkbox"/>

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## Commercial Arrangements

In some cases, all fees will be waived for students as part of a commercial group or arrangement. The General Manager – Education can be contacted for confirmation.

## Responsibility

The Chief Executive Officer is responsible for adopting this policy.

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

## Supporting Documents

2021 Guidelines about Fees Skills First Program  
2021 Standard VET Funding Contract Skills First Program  
Extreme Hardship Concession and Exemption Form  
Skills First Program Enrolment Form  
Skills First Quality Charter  
Statement of Fees  
Student Eligibility and Exclusion Policy  
Student Enrolment Policy  
Student Handbook

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## APPENDIX A – Nationally Accredited Certificate courses – indicative course fees 2021

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. This information is accurate at the time of publication. Comm Unity Plus Services Ltd reserves the right to make any changes necessary.

### EAL courses

FEE SCHEDULE <sup>1</sup>		ALL ENROLMENTS		TUITION FEE			FEE FOR SERVICE			
COURSE NAME	COURSE CODE AND 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 EAL (9 units)	22259VIC (440 hrs)	\$31.50	13.50	\$50	\$250	\$3,080	\$500	\$625	\$150	\$0
Certificate I in EAL (Access) (8 units)	22250VIC (500 hrs)	\$28	\$12	\$50	\$250	\$3,500	\$500	\$625	\$150	\$0
Certificate II in EAL (Access) (8 units)	22251VIC (490 hrs)	\$28	\$12	\$50	\$250	\$3,430	\$500	\$625	\$150	\$0

<sup>1</sup> All prices GST inclusive

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FEE SCHEDULE <sup>1</sup>		ALL ENROLMENTS		TUITION FEE			FEE FOR SERVICE			
COURSE NAME	COURSE CODE AND 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)	22253VIC (495 hrs)	\$28	\$12	\$50	\$250	\$3465	\$500	\$625	\$150	\$0
Certificate IV in EAL (Access) (8 units)	22256VIC (515 hrs)	\$28	\$12	\$50	\$250	\$3430	\$500	\$625	\$150	\$0
Certificate III in EAL (Employment) (8 units)	22254VIC (410 hrs)	\$28	\$12	\$50	\$250	\$2870	\$500	\$625	\$150	\$0
Certificate III in EAL (Further Study) (9 units)	22255VIC (530 hrs)	\$31.50	\$13.50	\$50	\$250	\$3990	\$500	\$625	\$150	\$0
Certificate IV in EAL (Further Study) (9 units)	22258VIC (500 hrs)	\$31.50	\$13.50	\$50	\$250	\$3500	\$500	\$625	\$150	\$0

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## 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



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## 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
Certificate II in General Education for Adults (11 units)	22473VIC (430 hrs)	\$16.50	\$16.50	\$50	\$250	\$3080	\$500	\$625	\$150	\$0

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## 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 units)	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

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## APPENDIX B

### Pre-accredited Programs Indicative Fees 2021

Training is delivered by Victorian and Commonwealth Government funding. Fees payable include an Administration Fee, Materials Fee, and Tuition Fee.

#### Eligible Students

Students eligible for government subsidised education and training programs pay the following fees.

Administration Fee	<b>\$5</b>
Materials Fee	<b>\$10</b>

#### Eligible Students Tuition Fee

Thirty hour (30) Program	<b>\$30</b>
Fifty hour (50) Program	<b>\$50</b>

#### Ineligible Students

Students ineligible for government subsidised education and training programs pay the following fees.

Administration Fee	<b>\$5</b>
Materials Fee	<b>\$10</b>

#### Ineligible Students Tuition Fee

Thirty hour (30) Program	<b>\$276</b>
Fifty hour (50) Program	<b>\$460</b>

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## **ELIGIBILITY**

To be eligible to enrol in government subsidised Pre-accredited education and training programs, learners must meet the following criteria:

- Australian Citizen.
- Holder of an Australian permanent visa.
- New Zealand citizen.

A green Medicare card confirms eligibility.