

## Schedule of Fees and Charges

Equality Education charge fees for services provided to students undertaking training and assessment. These charges are generally for items such as course materials, textbooks, student services and training and assessment services.

### When and how do I pay?

Fees are payable at different stages depending on the type of course you are enrolling in. As an example:

- Short course fees are payable immediately when registering online. Payment details will appear once your online registration has been completed.
- Long course fees are payable when you receive a confirmation of enrolment. Fees must be paid in full within 5 calendar days of receiving an invoice from Equality Education. We may cancel an enrolment or discontinue training if fees are not paid as required.

Payment methods include electronic funds transfer (account details provided on the invoice).

Payment through website via Stripe. Payment in cash is not available. Please refer to our invoice for payment options.

### Can I get a refund?

Yes, students, who give notice to cancel their enrolment **10 business days** or more prior to the commencement of a course, will be entitled to a full refund of fees paid. This includes situations where the student may register for a course within the 10 business days prior to the course commencement.

Students who give notice to cancel their enrolment **9 business days** or less prior to the commencement of a course will be entitled to a 75% refund of fees paid. The amount retained (25%) by Equality Education is required to cover the costs of staff and resources which will have already been committed based on the students' initial intention to undertake the training.

Students who cancel their enrolment part way through a course must notify Equality Education in writing via email at the soonest opportunity. Students who cancel their enrolment **after a course has commenced** will not be entitled to a refund of fees.

Where a student has purchased and been supplied a text or training workbooks and subsequently cancels, Equality Education will not provide a refund for already supplied text or training workbooks.

Discretion may be exercised by the Chief Executive Officer in all situations, if the student can demonstrate that extenuating or significant personal circumstance led to their withdrawal. In these cases, the student should be offered a full credit toward the tuition fee in another scheduled course in-lieu of a refund. Chief Executive Officer may also authorise a refund of tuition fees if the circumstances require this.

Where refunds are approved, the refund payment must be paid to the student within 14 calendar days from the time the student gave written notice to cancel their enrolment. Tuition refunds are to be paid via electronic funds transfer using the authorised bank account nominated by the student on the Refund Request Form.

All requests for refund of fees must be made in writing using the *Refund Request Form* which may be obtained from any Equality Education staff. The form must be signed by the student.

The following outlines the Equality Education refund policy in various circumstances and situations which may arise:

- Cancelling enrolment after a course has commenced - Students who cancel their enrolment after a course has commenced will not be entitled to a refund of fees.
- Refunds for textbooks - Where a student has purchased a textbook or training workbooks and subsequently cancels, Equality Education will not provide a refund monies for a textbook or training workbooks.
- Refunds of enrolment fees - Where an enrolment fee applies, enrolment fees are non-refundable in all circumstances.
- Non-transferable - Equality Education refunds are not transferable to another person.
- Refunds for classes missed - No refunds will be made for classes missed due to exams, excursions or other obligations that fall outside the normal schedule of classes.
- Intake numbers are insufficient - Equality Education reserves the right to cancel a course if intake numbers for a scheduled course are insufficient. In the unlikely event that Equality Education cancels a course if intake numbers are insufficient, the student will receive a full refund.
- Behaviour Misconduct - Students who demonstrate behavioural misconduct after being formally warned are to have their enrolment cancelled and will not be entitled to a refund.

Students have the right to access Equality Education complaints and appeals processes and to also take further action under Australia's consumer protection laws.

## **Are my fees protected in case I need a refund?**

Equality Education does not require prospective or current students to prepay fees in excess of the threshold for prepaid fee amount which is in excess of a total of \$1,500. This is an important consumer protection measure to limit the amount of fees that a student can be charged in advance of the services being delivered to the student.

If the cost of the course is less than \$1,500, generally the full amount will be requested for payment prior to the course commencing.

## **Do I pay GST in my tuition fees?**

No – Training tuition fees are GST exempt under section 38-85 GSTR 2003/1 Goods and Services Tax, tax ruling. The ruling explains the supply of a course for ‘professional or trade course’ is a GST-free education course. GST does apply on the payment of some miscellaneous charges.

## **Changes to terms and conditions**

Equality Education reserves the right to amend the terms and conditions of the student’s enrolment at any time. Changes may include changes to course delivery arrangements, changes to ownership or third party arrangements, changes caused by training product transition<sup>1</sup>, or changes to our policies and procedures. If changes are made that effect the student’s enrolment the student will be informed 28 calendar days prior to changes taking effect. Students are provided this advance notice of 28 calendar days to enable them to submit an appeal from the date they were informed of the decision. Further information about appealing a decision is contained in the section relating to complaints and appeals handling.

***Please refer to the Student Handbook for further information on all student rights and obligations.***

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<sup>1</sup> Training product transition is where the qualification or unit of competency you are enrolled in is superseded by a replacement qualification or unit of competency and Equality Education will need to review the best option for your training and will communicate with you about any changes.

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Training Programs	
<b>BSB40520 Certificate IV in Leadership and Management</b>	<b>\$3,500.00</b>
1 <sup>st</sup> Payment – Enrolment confirmation: \$1,500.00	
2 <sup>nd</sup> Payment – After 6 months of the course commencement: \$1,500.00	
3 <sup>rd</sup> payment – After 12 months of the course commencement: \$500.00	
<b>SIT30622 Certificate III in Hospitality</b>	<b>\$3,000.00</b>
1 <sup>st</sup> Payment – Enrolment confirmation: \$1,500.00	
2 <sup>nd</sup> Payment – After 6 months of the course commencement: \$1,500.00	
<b>SIT20322 Certificate II in Hospitality</b>	<b>\$2,400.00</b>
1 <sup>st</sup> Payment – Enrolment confirmation: \$1,500.00	
2 <sup>nd</sup> Payment – After 3 months of the course commencement: \$900.00	
<b>SIT10222 Certificate I in Hospitality</b>	<b>\$1,200.00</b>
1 <sup>st</sup> Payment – Enrolment confirmation: \$1,200.00	
<b>Barista Skills</b>	<b>\$400.00</b>
1 <sup>st</sup> Payment – immediately when registering online: \$400.00	
<b>SITSS00069 Food Safety Supervision Skill Set</b>	<b>\$175.00</b>
1 <sup>st</sup> Payment – immediately when registering online: \$175.00	
<b>HLTAID011 Provide first aid</b>	<b>\$200.00</b>
1 <sup>st</sup> Payment – immediately when registering online: \$200.00	
<b>SITHGAM022 Provide responsible gambling services</b>	<b>\$200.00</b>
1 <sup>st</sup> Payment – immediately when registering online: \$200.00	

<b>SITHFAB021 Provide responsible service of alcohol</b>	<b>\$200.00</b>
1 <sup>st</sup> Payment – immediately when registering online: \$200.00	
<b>BSBPEF302 Develop self-awareness</b>	<b>\$200.00</b>
1st Payment – immediately when registering online: \$200.00	
<b>BSBTEC101 Operate digital devices</b>	<b>\$200.00</b>
1st Payment – immediately when registering online: \$200.00	
<b>BSBPEF101 Plan and prepare for work readiness</b>	<b>\$200.00</b>
1st Payment – immediately when registering online: \$200.00	
<b>BSBTEC203 Research using the internet</b>	<b>\$200.00</b>
1st Payment – immediately when registering online: \$200.00	
<b>CHCCOM002 Use communication to build relationships</b>	<b>\$200.00</b>
1st Payment – immediately when registering online: \$200.00	

**Note.**

- All training tuition fees and miscellaneous charges are exempt from the payment of GST. No GST included.
- RPL fees are the same as the fee listed above for completing the listed course.
- Equality Education payment terms for long courses are 5 calendar days. The 1<sup>st</sup> invoice will be issued once you receive a confirmation of enrolment and is required to be paid within 5 calendar days of receiving the invoice from Equality Education. Short course fees are payable immediately when registering online.
- The fee structure described above is designed to limit the amount paid by students upfront and is structured to collect fees as the course progresses.

<b>Reassessment Fees</b>	
<p>Students will be provided additional training and offered one (1) reassessment opportunity per unit of competency during a training program at no additional cost to the student or employer. After the first reassessment, the student or employer will be invoiced a reassessment fee of \$150.00 – this fee applies to all training products. Students will have a total of 3 reassessment opportunities per unit of competency.</p>	
<p>If a student has been deemed Not Yet Satisfactory 3 times for a unit of competency, they will be deemed Not Yet Competent and will be required to complete the full unit again and will be invoiced as per the below.</p>	
BSB40520 Certificate IV in Leadership and Management	\$200.00
SIT30622 Certificate III in Hospitality	\$200.00
SIT20322 Certificate II in Hospitality	\$200.00
SIT10222 Certificate I in Hospitality	\$200.00
Barista Skills	\$400.00
SITSS00069 Food Safety Supervision Skill Set	\$175.00
HLTAID011 Provide first aid	\$200.00
SITHGAM022 Provide responsible gambling services	\$200.00
SITHFAB021 Provide responsible service of alcohol	\$200.00
BSBPEF302 Develop self-awareness	\$200.00
BSBTEC101 Operate digital devices	\$200.00
BSBPEF101 Plan and prepare for work readiness	\$200.00
BSBTEC203 Research using the internet	\$200.00
CHCCOM002 Use communication to build relationships	\$200.00

Miscellaneous Charges	
Re-issuing a certificate, qualification or statement of attainment	\$33.00
Printing of learner resources or any other documentation	10c per page
Late payment fee (fee is invoiced for every 10 calendar days payment is overdue)	\$100.00
Late submission of assessment (students will be issued documentation which will show the dates assessments are required to be submitted by) Discretion may be exercised by the Chief Executive Officer if there is extenuating or significant personal circumstance that led to your late submission.	\$100.00
Rescheduling of training and assessment days. Discretion may be exercised by the Chief Executive Officer if there is extenuating or significant personal circumstance that led to your non attendance.	\$150.00