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Policy: Fees, charges and refunds policy

Overview

CWBTS charges a tuition fee for all courses. A materials fee (also known as an incidentals fee) may also be charged where resources are required or available to be purchased from CWBTS in order to undertake the course.

This policy may change from time to time and the most current policy can be located on our website www.cwbts.com.au on the 'Key links and documents' page or the 'Fees' page.

Tuition fees

Tuition fee charges

Tuition fees vary by course and by state. Tuition fees will also vary if you are eligible for recognition of existing skills via a Recognition of Prior Learning (RPL) process or are eligible to be granted Credit Transfer for some units.

Tuition fees may be partly or fully subsidised by relevant state / territory and commonwealth government funding. Each funding contract has its own specific eligibility requirements. If you are eligible for funding, the cost of your tuition fees may be fully or partially subsidised.

If you are eligible for a government subsidy, you may be required to pay a mandated amount known as a co-contribution or co-enrolment fee. More details are outlined in the next section of this document.

A list of all indicative tuition fees (including mandated government fees) by state / territory is available on our website www.cwbts.com.au on our Fees page.

At the time of enrolment, we will evaluate whether you are eligible for funding or not.

We will confirm in writing the fees that you will be charged before commencement of your training.

Tuition fees may be paid by the student, employer or other third party.



Mandated tuition fees for government subsidised enrolments

Under some government funding arrangements, a co-contribution fee or co-enrolment fee is mandated. This may be paid by the student, employer or other third party.

Mandated fees are determined by the relevant state or territory funding body.

Fees may also vary within the same state depending upon which funding subsidy you are eligible for and whether you have previously been eligible for a funded enrolment.

Under some funding arrangements, it is a flat fee whilst under others is determined by the total number of nominal hours your course is expected to take.

The mandated fee will also vary if you are eligible for RPL or credit transfers.

A concession amount may be charged if you are eligible.

In some cases, you may also be exempt from paying a mandated tuition fee if you are able to demonstrate financial hardship.

To be eligible for a concession or exemption, you will need to demonstrate evidence in line with the relevant funding body's requirements.

Examples of evidence include, but is not limited to, a health care card that will be current at time of commencement, or other evidence of financial hardship (not available in all states).

We can provide further advice to individuals at time of enrolment.



Material and incidental fees

Material fees

Material fees cover specific resources that you will need in the course of your study, such as: text books, protective clothing, specific tools and other items relevant to your course.

Material fees do not apply to all courses – if it applies this will be specified to you before enrolling.

We charge a separate fee for these as you may be able to source these elsewhere, buy them second hand or may already own them.

Any applicable material fees are listed with our tuition fees our website www.cwbts.com.au on our Fees page.

Testamur reissue fee

The reissue of a certificate and record of result or statement of attainment will incur a charge.

This current fee is listed on our website www.cwbts.com.au on our Fees page.

Reassessment fee

If you do not pass a unit, you are entitled to a second attempt at no cost.

If you are not deemed competent after a minimum of two attempts and wish to continue, CWBTS will charge you a reassessment fee to reattempt a unit.

Additional assessment attempts may be permitted without charge at CWBTS' discretion.

The current reassessment fee is located on our website at www.cwbts.com.au on our Fees page.



Payment terms

Government subsidies

Where a student is eligible to have tuition fees partly or fully subsidised by government funding, this is generally paid directly to CWBTS by the relevant funding body upon set milestones. These milestones vary from funding body to funding body.

Fee protection

CWBTS does not collect more than \$1,500 in tuition fees before commencement of a course.

Where tuition fees required to be paid are more than \$1,500, CWBTS will negotiate a deposit and payment plan. Where a payment plan is entered into, the timing of the payments will be such that at no stage will CWBTS receive more than \$1,500.00 from the student for services which are yet to be received.

This will be confirmed in writing prior to course commencement.

Authority to invoice

At enrolment, an 'authority to invoice' form will be completed to identify who is responsible for payment.

Fee for service payments

CWBTS will generally negotiate a deposit and payment plan with you.

Bulk discount for fee for service students

When an employer or other third party refers students in bulk to CWBTS, a discounted tuition fee may be negotiated for fee for service students. This will be outlined in a Memorandum of Understanding (MoU) between the employer or third party and CWBTS.

Payment terms

Prior to course commencement, confirmation of fees and payment terms will be provided in writing.

If payments are not made by the required due date, CWBTS will send a reminder notice. Where the due date has passed by more than 30 days, CWBTS may elect to cease training until payments are recommenced. If payments are not recommenced CWBTS may elect to formally withdraw the student.

For students who are unable to meet the current payment plan, that can contact CWBTS to nominate a new payment plan



Refund of tuition fees

Refund of tuition fees is granted under specific circumstances where a student has withdrawn from a course.

'Withdrawal without penalty' date

All students have a "cooling off" period which refers to the period between enrolment and 2 business days prior to commencement of classes in which students will be refunded any tuition fees if they choose to cancel their enrolment.

For those participants who enroll in the two (2) business days prior to the course commencement date will forfeit any refund should they choose not to go ahead with their training.

- *CWBTS may elect to extend the 'withdrawal without penalty date' or negotiate a longer period from commencement date at our discretion.*

Who receives the refund

| Type of payment | Who is refunded |
|------------------------------------|---|
| Government funding subsidy | Repaid directly to the relevant funding body as per their instructions. |
| Non-government tuition fee payment | The nominated person or body on the 'Authority to invoice' form |

Timeframe and payment

A refund will generally be provided within 28 days from withdrawal. Please note that course fees are not transferable to another person (unless an MoU states otherwise).

Refunds will generally be paid via electronic funds transfer (eft) but a cheque may be requested.

For students, the outcome of the refund assessment will be provided by written notice to the refundee's registered address or email (where not funding body).

You will receive confirmation in writing of the total amount paid and the refund amount.

- *Please note, students who are entitled to a NSW Smart and Skilled funding subsidy will also receive and updated copy of their training plan.*



Tuition Fee refund amount to be repaid

NSW Smart and Skilled Co-enrolment fee

In NSW, in most circumstances it is mandatory to charge a co-enrolment fee for students whose course is subsidised by Smart and Skilled funding.

CWBTS must charge the student the relevant fee set by the NSW Government.

The indicative amount to be paid by a student is set out in our NSW tuition fees which is available on our website.

The amount may vary according to the type of funding that you are entitled to, the course you have enrolled into, whether you have accessed a Smart and Skilled subsidy previously, and whether are eligible for RPL or Credit Transfer for one or more units.

The relevant fee is determined when CWBTS enters the student details into the Smart and Skilled Provider data.

You will be advised of the fee prior to commencement.

| Withdrawal Reason | Refund Information |
|--|--|
| Student withdraws before the withdrawal without penalty date. | — Full refund |
| Student withdraws after the withdrawal without penalty date | — No refund of co-enrolment fee |
| Student withdraws after the withdrawal without penalty date AND Has completed enough units to be eligible for a lower level course | — CWBTS will recalculate co-enrolment fees on lower level course — The difference between the amount paid and the recalculated fee will be refunded |
| Student is granted RPL or Credit transfer after co-enrolment fee is paid | — CWBTS will recalculate co-enrolment fees — The difference between the amount paid and the recalculated fee will be refunded |
| CWBTS closes or is no longer approved to offer Smart and Skilled training | — Full refund of co-enrolment fee |
| A student thought to be eligible for funding and is later found not to be eligible (and the student does not wish to pay full fee) | — If paid, Co-enrolment fee will be fully refunded |

- *It is important to note that students will not be refunded fees paid by government funding, their employer or by a third party*



Queensland co-contribution fee

In QLD, in most circumstances it is mandatory to charge a co-contribution fee for students whose course is subsidised by a Queensland funding program.

The co-contribution fee varies by course, funding type and unit selection. Information on co-contribution fees is listed in our Queensland fees document which is available on our website.

You will be advised of the fee prior to commencement.

| Withdrawal Reason | Refund Information |
|--|--|
| Student withdraws before withdrawal without penalty date | — Full refund of co-contribution fee |
| Student withdraws after the withdrawal without penalty date | — No refund of co-contribution fee |
| CWBTS closes or is no longer approved to offer funding in Queensland | — Full refund of co-contribution fee |
| Where a student has completed their course but has not successfully completed all units. This may include students who have not submitted all assessment work. | — No refund of co-contribution fee |
| CWBTS cancels the course after commencement | — If paid, the co-contribution fee will be fully refunded. — Any fees paid for units granted under Recognition of Prior Learning (RPL) will not be refunded |
| A student thought to be eligible for funding and is later found not to be eligible (and the student does not wish to pay full fee) | — If paid, the Enrolment / Co-contribution fee will be fully refunded. |

- *It is important to note that students will not be refunded fees paid by government funding, their employer or by a third party*



Australian Capital Territory co-contribution tuition fee

In ACT, in most circumstances it is mandatory to charge a co-contribution fee (also known as student tuition fee) for students whose course is subsidised by an ACT funding program.

The co-contribution fee varies by course and funding type. Information on co-contribution fees is listed in our ACT fees document which is available on our website.

You will be advised of the fee prior to commencement.

| Withdrawal Reason | Refund Information |
|--|--|
| Student withdraws before withdrawal without penalty date. | — Full refund of co-contribution fee |
| Student withdraws after the withdrawal without penalty date | — No refund of co-contribution fee |
| CWBTS closes or is no longer approved to offer funding in ACT | — Full refund of co-contribution fee |
| Where a student has completed their course but has not successfully completed all units. This may include students who have not submitted all assessment work. | — No refund of co-contribution fee |
| CWBTS cancels the course after commencement | — If paid, the co-contribution fee will be fully refunded. — Any fees paid for units granted under Recognition of Prior Learning (RPL) will not be refunded |
| A student thought to be eligible for funding and is later found not to be eligible (and the student does not wish to pay full fee) | — If paid, the Enrolment / Co-contribution fee will be fully refunded. |

- *It is important to note that students will not be refunded fees paid by government funding, their employer or by a third party*



Fee for service tuition fees (Full fee paying students)

| Withdrawal Reason | Refund Information |
|--|--|
| Student withdraws before withdrawal without penalty date. | — Full refund |
| Student withdraws after the withdrawal without penalty date | — The initial deposit paid will not be refunded. The debit success plan will be cancelled from the date the student withdraws. |
| In the event of CWBTS closure | — The initial deposit paid will not be refunded. The debit success plan will be cancelled from the date the RTO closes. |
| Where a student has completed their course but has not successfully completed all units. This may include students who have not submitted all assessment work. | — No refund |
| CWBTS cancels the course after commencement | <ul style="list-style-type: none"> — No withdrawal administration fee will be charged — Tuition fees will be refunded in proportion to the amount paid and the proportion of the course completed. — Any fees paid for units granted under Recognition of Prior Learning (RPL) will not be refunded |
| Student Withdrawal from RPL | — Any fees paid for units granted under Recognition of Prior Learning (RPL) will not be refunded |

- *It is important to note that students will not be refunded fees paid by their employer or by a third party*



Employer, third party and government funding refunds

Employer refund

Where an employer has an MOU in place with CWBTS, a refund policy specific to that employer will be included.

It is important to note that where tuition fees are fully or partially paid by government funding the portion of monies paid by the Government will be refunded to the funding body.

Third Party Refund

Where a third party has an MOU in place with CWBTS, a refund policy specific to that third party will be included.

It is important to note that where tuition fees are fully or partially paid by government funding the portion of monies paid by the Government will be refunded to the funding body.

Government funding refunds

CWBTS will refund monies received via government funding to the relevant funding body according to the contractual obligations.

Refund of material fees

This policy only applies to resources purchased directly from CWBTS. For resources that are purchased from another vendor, their refund policy will apply.

| Resource issue status | Refund Information |
|-------------------------|--------------------|
| Resource not yet issued | Full refund |
| Resource issued | No refund |

- *Where a resource is faulty or damaged upon receipt, CWBTS will issue a replacement or a refund.*

Refund appeals

Where the refundee does not agree with the refund outcome, they have the right to appeal the refund decision. CWBTS will be happy to review the decision made and to take into account any extenuating circumstances.

Any appeals related to refunds and fees will be dealt with in accordance with the CWBTS complaints and appeals policy. This policy does not remove the refundee's right to take further action under the Australian Consumer Protection Laws. CWBTS's complaints and appeals process do not circumscribe the student's right to pursue other legal remedies.

Our Complaints and Grievances policy is located on our website www.cwbts.com.au on the 'Key Links and Documents' page