



RTO	City-Wide Building & Training Services Pty Ltd (RTO ID 91138)
Type	Public
Applicable standards	Standards for Registered Training Organisations 2015 State and Territory Funding contracts Competition and Consumer Act 2010
Authorised by	General Manager - Quality & Compliance
Effective date	1 June 2021
Version	1.3

Policy: Fees, Charges and Refunds Policy

Overview

City-Wide Building & Training Services Pty Ltd (CWBT S) charges a tuition fee (where applicable) 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 CWBT S 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. This fee information is kept up to date and students are informed that 'tuition fees as published are subject to change given individual circumstances at enrolment'.

This Policy covers all training courses offered by CWBT S and the General Manager Quality and Compliance reviews fees and charges on a regular basis for accuracy and integrity. All tuition fee information is maintained in the Student Management System (SMS) – VETtrak.

Tuition Fees

Tuition Fee Charges

Tuition fees vary by course and by State. Tuition fees will also vary depending on whether the Student is 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 the Student is eligible for funding, the cost of their tuition fees may be fully or partially subsidised.

If the Student is eligible for a government subsidy, they 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.

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



We will confirm in writing the fees that the Student will be charged before commencement of their training. The Student will pay the fee that applies at the time the Student is to commence training. They will not be affected by any subsequent changes to the student fee.

Tuition fees may be paid by the Student, Employer or other third party.

Fees published on CWBTS Website

CWBTS has 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.

For Smart and Skilled, there are different categories of student fees, based on the program the qualification and the characteristics of the Student. The schedule of fees for each qualification on the NSW Skills List can be accessed at:

https://www.training.nsw.gov.au/smartandskilled/prices_fees.html

CWBTS indicates on our website, our fees which align to the fees set by the NSW Government for the subsidised training the Student is undertaking. The student fee to be charged will be confirmed when CWBTS enters the student data into the Smart and Skilled Provider Calculator. Refer to Section 4: Additional costs to a student within the Smart and Skilled Fee Administration Policy for a list of additional costs CWBTS is allowed to charge.

When updating or checking the Statement of Fees on the CWBTS website for CWBTS NSW:

1. refer to Smart and Skilled Fee Administration Policy
2. download the current version of the *Smart and Skilled: Prices and fees* available on the website listed above
3. View the list of quals approved for funding for CWBTS under Smart and Skilled
4. Update the Effective date on the CWBTS NSW Statement of Fees (spreadsheet file called NSW fees-listing with year and version at end)
5. List the following details for each qualification delivered by CWBTS on the schedule of fees spreadsheet.
 - a. Qualification – Code
 - b. Qualification – Name
 - c. Qualification – Indicative hours
 - d. Regional Availability – Funded training available in regions
6. Determine the delivery options eligible for funding via CWBTS under the Smart and Skilled contract for each program and enter NA for options not available – leave these as NA.
7. In the column “Cost for optional hard copy of materials (resource fee)** enter NA unless there is a fee set – check this at every update to ensure the fee is set correctly.
8. Where *Smart and Skilled Free – Free Strategy* is available, type “*Smart and Skilled Free – Free Strategy*” into “**Amount to be paid by student**” and “**Amount to be paid by Concessional student**” cells.
9. Copy the “Qualification Price” for each qual from the NSW list into the following cells in the CWBTS Schedule of Fees:
 - a. Fee For Service – Maximum tuition fee
 - b. Entitlement Traineeship – Maximum tuition fee
 - c. Entitlement Apprenticeship – Maximum tuition fee
10. In the following cells, enter the “qualification price” minus \$1000
 - a. Entitlement Traineeship – Maximum indicative government subsidy



11. In the following cells, enter the “qualification price” minus \$2000
 - a. Entitlement Apprenticeship – Maximum indicative government subsidy
12. Enter \$125 as the Recognition of Prior Learning application fee
13. The RPL “Full Qualification assessment fee” for each qual is listed on the RPL page of the website – check fees are correct - copy and paste it here.
14. The RPL “Per unit assessment fee” for each qual is listed on the RPL page of the website – check fees are correct – copy and paste it here.
15. Check all notes in the file are correct. Name the file with correct year/version details at end. Update the footer.
16. Send to General Manager Quality and Compliance for checking and upload to CWBTS website.

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 the Student is eligible for and whether they 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 their course is expected to take.

The mandated fee will also vary if the Student is eligible for Recognition of Prior Learning (RPL) or Credit Transfer (CT).

A concession amount may be charged if the Student is eligible.

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

To be eligible for a concession or exemption, the Student 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 the Student will need in the course of their study, such as: textbooks, protective clothing, specific tools and other items relevant to their course.

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



We charge a separate fee for these as the Student 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 on 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 the Student does not pass a unit, they are entitled to a second attempt at no cost.

If the Student is not deemed competent after a minimum of two attempts and wish to continue, CWBTS will charge them 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 them.



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 enrol 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 Student's registered address or email (where not funding body).



The Student 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 the Student is entitled to, the course they have enrolled into, whether they 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.

The Student will be advised of the fee prior to commencement.

The following table indicates refund applicable when a student withdraws or transfer out of CWBTS (discontinuation) – Refer to the *Discontinuation, Transferring, Abandonment and Deferral of Training – Smart and Skilled* policy for processes for discontinuation.

Discontinuation Reason	Refund Information
Student withdraws or discontinues before the withdrawal without penalty date.	— Full refund
Student withdraws after the withdrawal without penalty date OR Student transfers out of CWBTS after the withdrawal without penalty date and of their own accord	— No refund of co-enrolment fee
Student withdraws after the withdrawal without penalty date OR Student transfers out of CWBTS after the withdrawal without penalty date and of their own accord AND	— CWBTS will recalculate co-enrolment fees on lower-level course — The difference between the amount paid and the recalculated fee will be refunded



Has completed enough units to be eligible for a lower-level course	
Student is granted RPL or Credit transfer after co-enrolment fee is paid	<ul style="list-style-type: none"> — 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 OR Student transfers out of CWBTS due to CWBTS Closure or Contract Termination or change in delivery mode	<ul style="list-style-type: none"> — 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)	<ul style="list-style-type: none"> — 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 Queensland (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.

The Student will be advised of the fee prior to commencement.

Withdrawal Reason	Refund Information
Student withdraws before withdrawal without penalty date	<ul style="list-style-type: none"> — Full refund of co-contribution fee
Student withdraws after the withdrawal without penalty date	<ul style="list-style-type: none"> — No refund of co-contribution fee
CWBTS closes or is no longer approved to offer funding in Queensland	<ul style="list-style-type: none"> — 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.	<ul style="list-style-type: none"> — No refund of co-contribution fee



CWBT S cancels the course after commencement	<ul style="list-style-type: none">— 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)	<ul style="list-style-type: none">— 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.

The Student 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 Student 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 Grievances, Complaints and Appeals Policy. This Policy does not remove the Student'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 Grievances, Complaints and Appeals Policy is located on our website www.cwbts.com.au on the 'Key Links and Documents' page.

Fee Protection

CWBTS does not collect more than \$1,500 of student fees paid in advance. This is to ensure that CWBTS does not receive more than \$1,500 from the Student for services which are yet to be received.

This Policy meets Clause 7.3 of the Standards for RTOs 2015, which states that:

"Where the RTO requires, either directly or through a third party, a prospective or current learner to prepay fees in excess of a total of \$1500 (being the threshold prepaid fee amount), the RTO must meet the requirements set out in the Requirements for Fee Protection in Schedule 6."



General Information

- All tuition fees and charges are payable in Australian dollars (AUD\$) and must be paid in full prior to a student attaining their Qualification or Statement of Attainment.
- All fees and charges must be paid in advance, by the date shown on the pre-training review and/or any outstanding Invoices prior to any student attaining their Qualification or Statement of Attainment.
- CWBTS gives a guarantee that with the exception of unforeseen circumstances beyond its control, every effort will be made to deliver training and assessment services and meet desired qualification outcomes as agreed. Where cancellation has occurred prior to the commencement of a course due to organisational or external constraints that are no fault of the Student all monies paid are to be fully refunded. Where cancellation has occurred after the commencement of a course due to organisational or external constraints that are no fault of the Student all monies paid for the portion of study not yet completed are to be fully refunded.