



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, Education & Compliance
Effective date	14 April 2023
Version	V1.7

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 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.

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.

Subsidised Tuition Fees

At the time of enrolment, we will evaluate whether the Student is eligible for subsidised fees.



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.

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.

NSW Fees Listing

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 5: Additional Fees within the Smart and Skilled Fee Administration Policy for a list of additional costs CWBTS is allowed to charge.

As per Section 3: Fee categories and eligibility within the Smart and Skilled Fee Administration Policy, the student fee categories are:

1. Standard Student
 - First Qualification
 - Subsequent Qualification
2. Apprenticeship
3. Traineeship
4. Concession
5. Exemptions and fee-free scholarships for eligible student cohorts
6. Fee-free training (for specific programs)

CWBTS refer to the Smart and Skilled Fee Administration Policy issued by the NSW Department of Education when preparing the NSW Fees Listing.

CWBTS uses the Provider Calculator to confirm a student's Smart and Skilled eligibility for a qualification and the student fee (or no fee) to be charged and will not charge a student a fee other than what is calculated by the NSW Government through the Provider Calculator.

QLD Fees Listing

For QLD User Choice, the current qualification and pricelist published by the QLD Government can be downloaded from:



<https://desbt.qld.gov.au/training/providers/funded/userchoice/pricing>

Fee Exemptions and Fee Concessions must be granted where applicable.

CWBTS indicates on our website, our fees which align to the fees set by the QLD Government for the subsidised training the Student is undertaking.

The CWBTS QLD Fees Listing also includes Student Co-Contribution Fees at unit level for each QLD User Choice funded program. Where Student Co-Contribution fees are payable fees will be invoiced at unit level.

ACT Fees Listing

CWBTS indicates on our website, our fees which align to the fees set by the ACT Government via the AVETARS 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.



NSW Student Contribution

CWBTS uses the Provider Calculator to determine the Student Contribution payable for an individual student taking into account eligibility for concessions & wavers etc. CWBTS does not charge any additional fees to NSW Funded Students.

QLD Student Contribution

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.

Unless the student is eligible for a full exemption, the student is required to pay a student contribution fee.

Student contribution fees under this program are set at \$1.60 per nominal hour for each unit of competency/module and are calculated at the commencement of the unit of competency/module.

These fees may be paid on behalf of the student by their employer or a third party unrelated to CWBTS but cannot be paid or waived by the CWBTS (whether directly or indirectly), unless approved in writing by the department.

Where Student Co-Contribution fees are payable the Student will be advised of the fees payable prior to commencement. Student Co-Contribution fees will be invoiced at unit level. **The Student Co-Contribution fees payable must be entered in VETtrak at unit level, invoices and receipts for payment must be generated prior to reporting the student for funding claims. Non-payment of the Student Co-Contribution Fees will result in student cancellation/withdrawal.**

CWBTS does not charge any additional fees to QLD User Choice funded students.

ACT Student Contribution

Student contribution fees are set by the ACT Government and published on the ACT Fees Listing on the Key Links and Documents page of the CWBTS website.

CWBTS does not charge any additional fees to ACT User Choice funded students.

Fee for Service Student Fees

Tuition Fees

Tuition fees payable are included in the fees listing published on the Key Links and Documents page of the CWBTS website.

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 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

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 applies to fees payable both funded and fee for service students.

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 from the Student for services which are yet to be received.

This will be confirmed in writing prior to course commencement.

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."

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.



Students are required to pay a Student Contribution fee unless they are exempt under the relevant state funding contract. Fees are due prior to enrolment. Where the student contribution is more than \$1500 CWBTS will generally negotiate a deposit and payments made by instalment.

Fee for Service Students

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.

Authority to Invoice

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

Payment Terms and Recovery of Outstanding Fees

Prior to course commencement, confirmation of fees and payment terms will be provided in writing. Students who are unable to meet the current payment plan can contact CWBTS to nominate a new payment plan.

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.

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.*



Government Funded Students

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 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 OR Student transfers out of CWBTS due to CWBTS Closure or Contract Termination or change in delivery mode	— 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 Student Co-Contribution Fee

The following table indicates refund applicable under certain circumstances:

Withdrawal Reason	Refund Information
Student withdraws before withdrawal without penalty date	— Full refund of Student Contribution fee
Student withdraws after the withdrawal without penalty date	— Student Contribution fee for all units not yet commenced will be refunded.
Student is granted Credit transfer after Student Contribution fee is paid	— CWBTS will recalculate the Student Contribution fees — The difference between the amount paid and the recalculated fee will be refunded
CWBTS closes or is no longer approved to offer funding in Queensland	— Full refund of Student 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 Student Contribution fee
CWBTS cancels the course after commencement	— Full refund of Student Contribution 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)	— Full refund of Student Contribution fee

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

The following table indicates refund applicable under certain circumstances:

Withdrawal Reason	Refund Information
Student withdraws before withdrawal without penalty date.	— Full refund of Student Contribution fee
Student withdraws after the withdrawal without penalty date	— No refund of Student Contribution fee
Student is granted RPL or Credit transfer after Student Contribution fee is paid	— No refund of Student Contribution fee (the Student Contribution fee is not altered due to CT or RPL)
CWBTS closes or is no longer approved to offer funding in ACT	— Full refund of Student 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 Student Contribution fee
CWBTS cancels the course after commencement	— Full refund of Student Contribution 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)	— Full refund of Student Contribution fee

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

Who Receives the Refund?

Type of payment	Who is refunded
Government Funding subsidy	Repaid directly to the relevant funding body as per their instructions.
Student Contribution Fee	Repaid directly to the student if the student paid the fees or to an employer/third party if they paid the fees
Non-government tuition fee payment	The nominated person or body on the 'Authority to invoice' form

Employer, Third Party 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.



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.

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.

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.



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.
- Any outstanding Invoices must be paid prior to any student attaining their Qualification or Statement of Attainment (QLD User Choice Funded students excluded as the obligation is on the CWBTS to ensure we have collected the Student Co-Contribution Fees)
- 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.