



Schedule of Fees and Charges

Australian College of Community Services is a Registered Training Organisation and operates in accordance with applicable legislation and the Standards for NVR Registered Training Organisations. Australian College of Community Services is entitled to charge fees for services provided to students undertaking a course of study. These fees are for items such as course materials, administrative support, student services and training and assessment services. We review our fees schedule regularly and endeavour to keep the cost of training down.

When and how do I pay?

Fees are payable when you receive notification of enrolment. Fees must be paid in full within five days of receiving this notification from Australian College of Community Services. We may discontinue training if the fee is not paid as required. Payment methods include Visa, MasterCard, direct deposit or cheque. Payment details and authorisation is included in the enrolment form.

Can I get a refund?

Yes - If you give notice to cancel your enrolment after your enrolment has been processed and before you have been given materials or online access you will be entitled to a refund of fees paid, minus a fee of \$50 to cover administrative costs.

If you have purchased hardcopy learning and assessment materials and these materials have been delivered to you and you subsequently cancel your enrolment, no automatic refund will apply after a 2 month period. Less than 2 months a refund may be appropriate under exceptional circumstances. Discretion may be exercised by the Chief Executive Officer if there

are extenuating or significant personal circumstance that leads to your withdrawal.

If you are enrolled in a number of units, and any of these units are not completed due to Australian College of Community Services being unable to continue the provision of this service Australian College of Community Services will give a full refund for units not completed.

How do I get a refund?

To obtain a refund you are required to give written notice to cancel your enrolment and complete a Refund Request Form. Written notice may be in the form of an email or letter. Where refunds are approved, the refund payment will be paid via electronic funds transfer using the authorised bank account nominated by you. This payment will be made within 14 days from the time you gave written notice to cancel your enrolment.

Are my fees protected in case I need a refund?

Yes - Australian College of Community Services acknowledges that it has a responsibility to protect the fees paid by students. To meet this need, we only accept payment of no more than \$1000 from each student prior to the commencement of the course. Subsequent payments to be paid will not exceed \$1,500. The subsequent payments are based on the costs of your training and assessment which is yet to be delivered. This is like a pay as you go system. If the cost of the course is less than \$500.00, the full amount will be requested before the program commences.

Do I pay GST in my tuition fees? No - GST is 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.

Our Guarantee to Clients

If for any reason Australian College of Community Services is unable to fulfil its service agreement with a student, Australian College of Community Services must issue a full refund for any services not provided. The basis for determining “services not provided” is to be based on the units of competency completed by the student and which can be issued in a statement of attainment at the time the service is terminated.

TRAINING PROGRAM FEES:

Certificate IV in Mental Health, consisting of 15 units @ \$195 per unit = **\$2,925.00**

Certificate IV in Telephone Counselling, consisting of 12 units @ \$195 per unit = **\$2,340.00**

(RPL = \$185 per unit)

Miscellaneous Charges:

Australian College of Community Services will levy some miscellaneous charges for services. These may include:

- Re-issuing a certificate after it has been initially issued to a student - \$25
- Replacing issued learning/assessment materials which the student has lost or damaged – at cost
- Re-assessment services – negotiable after three attempts

Student complaints about fees or refunds

Students who are unhappy with Australian College of Community Services arrangements for the collection and refunding of learning/assessment fees are entitled to lodge a complaint. This should occur in accordance with Australian College of Community Services complaints policy and procedure. If for any reason Australian College of Community Services is unable to fulfil its service agreement with a student, Australian College of Community Services must refund the student’s proportion of fees paid for services not delivered.