



Schedule of fees and charges

YWCA Canberra is a Registered Training Organisation and operates in accordance with applicable legislation and the Standards for Registered Training Organisations. YWCA Canberra 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.

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Fees and charges

1.1 Standard fees and charges

- YWCA Canberra will charge the learner/employer for the enrolment application and training product as per the fee schedule.
- The learner/employer, upon submitting the enrolment application will agree to pay the published costs as advertised in the fee schedule on [YWCA Canberra's website](#).
- Learners who receive one or more eligible Commonwealth benefits or allowances at the time of their enrolment may be eligible to pay a concession fee rather than the full fee under (but not limited to) **User Choice contracts for Traineeships and Apprenticeships**.

Student tuition fees are indicative only and are subject to change given individual circumstances at enrolment. Additional fees may apply such as student service and resource fees. YWCA Canberra may review prices for learning programs, courses, and/or services from time to time without notice. Subject to the Fees and Refunds policy, YWCA Canberra will not increase the amount payable by a learner for the relevant courses, products, and/or services once the learner's enrolment has been accepted and confirmed.

1.2 Payment terms and practices

Where payment is required, the learner/employer will be issued with an invoice detailing:

- the fees to be paid
- how to make payments
- the time in which the payments are required to be made.

Standard payment terms are 14 days from the date of invoice being issued. Should the learner require additional time to make payment, they can negotiate a payment plan by contacting YWCA Canberra training administration. Products and services will not be issued where payment has not been received unless permitted by the Education and Training Unit Coordinator. We may cancel an enrolment or discontinue training if fees are not paid as required.

Payments will either be by direct debit or via the methods detailed on the invoice provided.

1.3 Prepaid fees

'Prepaid fees', sometimes referred to as 'fees collected in advance', means fees collected before the relevant services have been provided. These include payments made at any time before, during or after the learner enrolls. YWCA Canberra complies with Clause 7.3 'Protect prepaid fees by learners' from Standard 7 of the Standards for Registered Training Organisations 2015. To meet this YWCA Canberra will not:

- accept an initial payment of more than \$1,500 from each student prior to the commencement of their course
- collect subsequent payments that equal more than \$1,500 in advance from students, following commencement of the course and are based on the costs of your training and assessment which is yet to be delivered.

If the cost of the course is less than \$1,500, the full amount will be requested before the program commences.

Where a payment plan has been agreed to, a direct debit form must be completed. The first payment will be debited within seven (7) work days and the monthly agreed funds will be direct debited within the first week of each month.

Note: the above only applies to individuals paying for their own training. Where an employer or organisation engages YWCA Canberra to provide training and assessment to their staff or members fees must be paid in within 14 days of the date of invoice.

1.4 Course fees and charges

YWCA Canberra offers subsidised fees to eligible students under User Choice Apprentices and Trainees. Where a student is not eligible for subsidised fees, full fees will be required to be paid. For eligibility criteria, please contact the Education and Training team, by email: training@ywca-canberra.org.au or phone: 02 6185 2000.

Where training is subsidised a RTO tuition fee will be payable by the student/employer, as agreed to at the time of enrolment, in accordance with the relevant State or Federal Government contractual guidelines.

Qualification/course	Fee for service	User Choice RTO tuition fee
BSB30415 Certificate III in Business Administration	\$4,020	\$350 \$175
BSB51918 Diploma of Leadership and Management	\$6,500	\$3,940
CHC30113 Certificate III in Early Childhood Education and Training	\$5,130	\$350 \$175
CHC50113 Diploma of Early Childhood Education and Training	\$9,770*	\$400 \$300
CHC40113 Certificate IV in School Age Education and Care	\$4,500	\$350

Fees correct as at February 2020

*Fee for service fees will vary for this qualification depending on previous qualifications of the student. Contact the YWCA Canberra Education and Training Unit for further information.

Concession fee if eligible.

Note:

- All training tuition fees 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.

1.5 Payment plans for courses with fees over \$1,500

BSB30415 Certificate III in Business Administration	\$4,020
<ul style="list-style-type: none"> • 1st Payment - Enrolment confirmation: \$400 • Nine (9) monthly payments - \$400 direct debited within the first week of each month 	
BSB51918 Diploma of Leadership and Management	\$6,500
<ul style="list-style-type: none"> • 1st Payment - Enrolment confirmation: \$1,500 • Ten (10) monthly payments - \$500 direct debited within the first week of each month. 	
BSB51918 Diploma of Leadership and Management (Traineeship)	\$3,690
<ul style="list-style-type: none"> • 1st Payment - Enrolment confirmation: \$1,500 • Monthly payments - \$500 direct debited within the first week of each month. • Final Payment - Before completion: \$190 	
CHC30113 Certificate III in Early Childhood Education and Care	\$5,130
<ul style="list-style-type: none"> • 1st Payment - Enrolment confirmation: \$500 • Eleven (11) monthly payments - \$400 direct debited within the first week of each month • Final Payment - Before completion: \$230 	
CHC50113 Diploma of Early Childhood Education and Care	\$9,770
<ul style="list-style-type: none"> • 1st Payment - Enrolment confirmation: \$770 • Eighteen (18) monthly payments - \$500 direct debited with in the first week of each month 	
CHC40113 Certificate IV in School Age Education and Care	\$4,500
<ul style="list-style-type: none"> • 1st Payment - Enrolment confirmation: \$500 • Ten (10) monthly payments- \$400 direct debited within the first week of each month 	

1.6 Miscellaneous charges

Enrolment fee (non-refundable)	\$200
Administration fee	\$200
Note: An administration fee will apply where a student withdraw/cancels their enrolment less than ten (10) days prior to the course start date.	
Re-issuing a certificate, qualification or statement of attainment	\$30 (incl. GST)
Extension of course time	Varies
Note: Where a student requires an extension of course time the cost will depend on how much of the course the student has completed and what assessments, etc. are outstanding. The cost will be given on approval of time once the course extension form has been completed.	

1.6 Miscellaneous charges continued

Re-assessment fee	\$300 (GST exempt)
Note: Students will be offered three (3) assessment opportunities during a normal training program for each assessment event. The re-assessment fee will only apply if the student chooses to continue the assessment in order demonstrate competence and complete the qualification. The re-assessment service includes individual re-training to prepare the student for the re-assessment.	
Extra work placement (prac) assessor visit fee Only for Early Childhood Education and Care Qualifications (Not applicable to trainees)	\$200 (GST exempt)
Note: Students will be offered up to three (3) work place assessment visits were the course requires them to undertake work placements to complete assessments. The fee will only apply if the student chooses to continue the work placement and requires the extra visit to show competency in the assessment tasks and will be payable per an extra visit and must be paid before the subsequent visit/s.	

These miscellaneous charges are to be clearly specified in YWCA Canberra Schedule of Fees and Charges. It is to be made clear if these services will include GST. All miscellaneous charges are to be based on a cost recovery basis and are not intended to be a source of profit.

Refunds

1.1. Student withdrawals

Students who cancel their enrolment within ten (10) days of confirmation of enrolment, will be entitled to a full refund.

Students who give notice to cancel their enrolment more than ten (10) days prior to the commencement of a program and after the ten (10) day cooling off period, will be entitled to a refund of fees paid, less a non-refundable enrolment fee of \$200.

Students who give notice to cancel their enrolment less than ten (10) days prior to the commencement of a program will be entitled to a refund of fees paid, less \$400 retained by YWCA Canberra to cover the costs of staff and resources, which will have already been committed based on your initial intention to undertake the training. This amount will be made up of the non-refundable enrolment fee of \$200 and an administration fee of \$200.

If students cancel their enrolment after a training program has commenced, they will not be entitled to a refund of prepaid fees. Discretion may be exercised by the Executive Director if there is extenuating or significant personal circumstance that led to your withdrawal.

All students must inform YWCA Canberra, in writing of their intention to withdraw/cancel their enrolment.

Where a student has purchased a text or training workbooks and subsequently cancels, YWCA Canberra will not refund monies for these materials.

1.2. YWCA cancellation of course

If for any reason YWCA Canberra is unable to fulfil its service agreement with a student, YWCA Canberra will refund the student's portion of fees paid for services not delivered.

1.3. How do I get a refund?

To obtain a refund students are required to give written notice to cancel their 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 the student. This payment will be made within 14 days from the time they gave written notice to cancel their enrolment.

Changes to terms and conditions

YWCA Canberra reserves the right to amend the conditions of the student's enrolment at any time. If amendments are made that affect the student's enrolment the student will be informed seven (7) days prior to changes taking effect.

Note: Fees correct at time of publication and are subject to change.