

# 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 2015](#).

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.

## Fees and charges

### Standard fees and charges

YWCA Canberra will charge the learner/employer for the enrolment application and training product as per this fee schedule, which is included on the [YWCA Canberra website](#).

The learner/employer, upon submitting the enrolment application, will agree to pay the costs detailed in this document.

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 detailed in this document, 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.

### Payment terms and practices

Where payment is required, YWCA Canberra will issue the learner/employer with an invoice detailing the fees to be paid, how to make payments, and the time in which the payments must 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 the YWCA Canberra training team. 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 by the methods detailed on the invoice.

### 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.

In compliance with Clause 7.3 'Protect prepaid fees by learners' from Standard 7 of the [Standards for Registered Training Organisations 2015](#), YWCA Canberra will not:

- accept an initial payment of more than \$1500 from each student before their course starts
- collect subsequent payments that equal more than \$1500 in advance from students after the course starts based on the costs of training and assessment which is yet to be delivered.

If the cost of the course is less than \$1500, the full amount will be requested before the program starts.

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

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

## Course fees and charges

YWCA Canberra offers subsidised fees to eligible students under User Choice Apprentices and Trainees and Skilled Capital funding training initiatives (funded by ACT and Commonwealth governments). Where a student is not eligible for subsidised fees, full fees must be paid. For eligibility criteria for subsidised courses, [email the Education and Training team](#) or phone 02 6185 2000.

Where training is subsidised, an 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.

Graduates of subsidised courses may be eligible to receive a completion payment of \$300 for up to one year after successful completion of the qualification, provided up-to-date email and bank account details are confirmed.

A completion payment will be paid directly to the students upon completion of the qualification and a survey. For eligibility criteria for the completion payment, please attend a YWCA Canberra induction session, [email the Education and Training team](#) or phone 02 6185 2000.

Qualifications/course	Fee for service	User choice RTO tuition fee	Skilled Capital RTO tuition fee
BSB50420 Diploma of Leadership and Management	\$6,000	\$1020	n/a
CHC30121 Certificate III in Early Childhood Education and Training	\$5,130	\$350 \$175 <sup>#</sup>	\$0
CHC50121 Diploma of Early Childhood Education and Training	\$7780	\$400 \$300 <sup>#</sup>	\$0

Fees correct as at September 2022

# Concession fee if eligible.

Note:

- All training tuition fees are exempt from the payment of GST (no GST included).
- GST does apply to the commencement fee.
- RPL fees are the same as the fee listed above for completing the listed course.

## Example payment plans for courses with fees over \$1,500

<b>BSB50420 Diploma of Leadership and Management</b>	<b>\$6000</b>
<ul style="list-style-type: none"> <li>• First payment (enrolment confirmation): \$1,500</li> <li>• Ten (9) monthly payments of \$500 direct debited within the first week of each month.</li> </ul>	
<b>BSB50420 Diploma of Leadership and Management (Traineeship)</b>	<b>\$1020</b>
<ul style="list-style-type: none"> <li>• First payment (enrolment confirmation): \$500</li> <li>• Final payment of \$520 direct debited within the first week of the following month.</li> </ul>	
<b>CHC30121 Certificate III in Early Childhood Education and Care</b>	<b>\$5,130</b>
<ul style="list-style-type: none"> <li>• First payment (enrolment confirmation): \$500</li> <li>• 11 monthly payments of \$400 direct debited within the first week of each month</li> <li>• Final payment before completion: \$230</li> </ul>	
<b>CHC50121 Diploma of Early Childhood Education and Care</b>	<b>\$7780</b>
<ul style="list-style-type: none"> <li>• First payment (enrolment confirmation): \$500</li> <li>• 14 monthly payments of \$500 direct debited within the first week of each month</li> <li>• Final payment before completion: \$280</li> </ul>	

## Miscellaneous charges

<b>Enrolment fee (non-refundable)</b>	<b>\$200</b>
<b>Administration fee</b>	<b>\$200</b>
An administration fee will apply where a student withdraw/cancels their enrolment less than ten (10) days before the course start date.	
<b>Re-issuing a certificate, qualification or statement of attainment</b>	<b>\$30 (incl. GST)</b>
<b>Extension of course time</b>	<b>Varies</b>
Where a student requires an extension of course time, the cost will depend on how much of the course they have completed and what items are outstanding. The cost will be given on approval of time once the course extension form has been completed.	
<b>Re-assessment fee</b>	<b>\$300 (GST exempt)</b>
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 to demonstrate competence and complete the qualification. The re-assessment service includes individual re-training to prepare the student for the re-assessment.	
<b>Extra work placement (prac) assessor visit fee</b>	<b>\$200 (GST exempt)</b>
<b>Only for Early Childhood Education and Care Qualifications(Not applicable to trainees)</b>	<b>(GST exempt)</b>
Students will be offered up to three (3) workplace assessment visits where 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. The fee will be payable per extra visit and must be paid before the subsequent visit/s.	

## Refunds

### 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 before the start of a program but 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 before the start 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 the stated 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 started, 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 the 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.

### 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.

### How do I get a refund?

To obtain a refund, students must 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 at least seven (7) days before changes taking effect.