



## Schedule of Fees and Charges

Australian College of Skills & Education (ACSE) is a Registered Training Organisation (RTO Code: 45310) and operates in accordance with applicable legislation and the Standards for Registered Training Organisations 2015. ACSE 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.

### **When and how do I pay?**

Fees are payable when you receive your confirmation of enrolment and invoice for the enrolment fee. Fees must be paid in full within 5 days of receiving this notification from ACSE. We may cancel an enrolment or discontinue training if fees are not paid as required. Payment methods include direct deposit, cheque or credit card via Pay Pal.

### **Can I get a refund?**

Yes - If you give notice to cancel your enrolment 72 hours or more prior to the commencement of a program, you will be entitled to a full (100%) refund of fees paid.

If you give notice to cancel your enrolment 72 hours or less prior to the commencement of a program you will be entitled to a 75% refund of fees paid. The amount retained (25%) by ACSE is required to cover the costs of staff and resources which will have already been committed based on your initial intention to undertake the training.

If you give notice to cancel your enrolment after a training program has commenced, you will not be entitled to a refund of fees. Discretion may be exercised by the Chief Executive Officer if there is extenuating or significant personal circumstance that led to your withdrawal.

### **Our guarantee to you**

If for any reason ACSE is unable to fulfil its service agreement with a student, ACSE must refund the student's proportion of fees paid for services not yet delivered.

### **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 - ACSE has a responsibility to protect the fees paid by students. To meet this need, ACSE will only accept an initial payment of no more than \$1,500 from each student prior to the commencement of their course. This fee protection arrangement complies with national standards designed to limit the amount paid by a student's in advance of services being delivered.

### **Am I protected under Australian Consumer Law?**

- Yes, as a student undertaking a vocational education and training course, you are protected under Australian



Consumer Law and also under State and Territory consumer protection laws. These protections include areas such as unfair contract terms, the consumer guarantees and sales practices. You can find out more information about your rights as a consumer from the Australian Consumer Law website which includes a range of helpful guides relating to specific areas of protection. This includes consumers have a cooling-off period of 10 business days, during which they can cancel the contract without payment or penalty.

Please visit the following site for more information: <http://consumerlaw.gov.au/consumers-and-the-acl/>

#### **Do I pay GST in my tuition fees?**

No – Training tuition fees are GST 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. GST does apply on the payment of some miscellaneous charges.

#### **Changes to terms and conditions**

ACSE reserves the right to amend the conditions of the student’s enrolment at any time. If amendments are made that effect the student’s enrolment the student will be informed 7 days prior to changes taking effect.

#### **Responsibility for training quality**

ACSE is responsible under the National Vocational Education and Training Regulator Act 2011 for the quality and compliance of the training and assessment being delivered in this course and for the issuance of all AQF certificates. Please refer to the Student Handbook for further information on all student rights and obligations.

**To get a course price email us on [info@acse.edu.au](mailto:info@acse.edu.au) or Call us on**

**1300 212 169**