

1. Preliminary Information

Purpose

Civil Train SA makes every effort to ensure that potential learners and clients are fully aware of fees payable to Civil Train SA and terms and conditions of payment and refunds before accepting a learner for enrolment.

Scope

This document provides information and guidance to Civil Train SA learners, clients and staff in relation to the fees and refunds for training products offered by Civil Train SA, and the process to be followed in regard to these fees and refunds.

2. Course Fees

Course Cost

Civil Train SA charges fees for participation in the training courses offered. Each training product has an established fee which varies depending on the nature of the training product, the units undertaken and the learner's circumstance, such as eligibility for South Australian government WorkReady subsidy or Construction Industry Training Board (CITB) subsidy or other subsidy, CCF SA membership or concessions. Learners who are not eligible for any subsidies or concessions will pay the full fee rate. Details of fees charged for each training product are available in the Fees Schedule at www.civiltrainsa.com.au.

Selected short courses are offered at a discount to CCF SA members that have fully paid their CCF SA membership for the current financial year. For details on pricing offered to CCF SA members please refer to the Fees Schedule at www.civiltrainsa.com.au.

Personal Protective Equipment (PPE) will not be covered by the Course Fees or WorkReady subsidy. Learners will be required to ensure they have appropriate PPE at the time of enrolment depending on the course in which they are enrolled. Where specific PPE is indicated as a compulsory minimum requirement for training in the course information brochure, failure to wear the required PPE may result in the learner being prevented from attending the training session and full fees being payable. The cost of PPE may be funded by the learner, employer, Job Service Provider or other referrer.

Additional Services Fees

Where additional services, including support services, are required by the Learner, additional fees may apply. Additional Fees are detailed in Fees Schedule at www.civiltrainsa.com.au

Incidental fees

Civil Train SA may charge fees for incidental expenses in addition to those required to complete the course. Incidental fees are optional and may be charged when:

- a good or service is purchased that is not essential to complete the course of study, e.g. graduation ceremonies in cases where learners are not required to attend the ceremony in order to obtain their award

- a charge for an essential good or service either purchased from Civil Train SA or elsewhere for:
 - equipment or items that become the physical property of the learner and that are not fully expended during the course of study, or
 - food, transport and accommodation costs associated with the provision of field trips that form part of the course of study
- other fees as defined by Civil Train SA from time to time.

GST

Any training product offered by Civil Train SA is subject to GST unless there are specifically defined under the GST Act as a GST-free education course.

Additional Services are subject to GST.

3. Subsidised training

WorkReady

Civil Train SA is a Work Ready Training Provider. WorkReady replaced *Skills for All* on 1 July 2015. Courses available for funding subsidy under WorkReady vary from time to time. Fees of courses offered by Civil Train SA under WorkReady are detailed in the Fees Schedule at www.civiltrainsa.com.au

Eligibility Criteria

WorkReady subsidised training is subject to the learner meeting the required eligibility and entitlement criteria and satisfying any enrolment conditions. More details on WorkReady eligibility criteria are available at <http://www.skills.sa.gov.au/training-learning/check-your-eligibility/eligibility-explained>

Concessions

Learners enrolled in a WorkReady course for which a fee is charged are eligible for concession if, at the time of commencement of training in a unit of competency in the course, they hold a current:

- Health Care Card (HCC)
- Pensioner Concession Card
- Veterans' Affairs Pensioner Concession Card

Learners enrolled in a course for which a fee can be charged are eligible for course fee concession if they are prisoners in a South Australian correctional institution.

A current concession card must be presented at time of enrolment in the unit of competency. Learners who are not in possession of a concession card current at the time of training commencement, will be obliged to pay the full fee rate.

Learners, who are unsure of their eligibility, can contact Centrelink before their enrolment on 131 021.

Many low-income earners are eligible to apply for a Low Income Earner Health Care Card (HCC), subject to an assets and means test. Learners who think they may be eligible are advised to apply as soon as possible so that a HCC or temporary HCC can be used for a concession.

Exemptions

Eligible learners aged 16 years and above who, have been or are under, the Guardianship of the Minister for Education and Child Development (or an interstate equivalent) or any guardianship order, will be eligible for a course fee exemption. They may be required to pay for any incidental fees where relevant for specialised courses.

Eligible learners will need to contact The Department of State Development (DSD) to verify their Guardianship status.

CITB

CITB subsidy is available only for South Australian resident learners and is provided upon provision of a valid CITB Identification Number prior to enrolment. Failure to provide valid CITB and to successfully complete the course will result in full fees being payable. CITB subsidy can be varied at any time at the discretion of the CITB. For more details on CITB funding eligibility criteria, conditions and limits please go to <http://www.citb.org.au>.

Industry BuildSkills Program

Northern Territory resident learners that meet the eligibility criteria may have access to reduced fees for selected short courses under the Northern Territory Government Industry BuildSkills Program. Failure to attend the course will result in full fees payable. For more details on Industry BuildSkills Program funding eligibility criteria please go to <http://civiltrainsa.com.au/fee-help/industry-buildskills-program.cfm>.

Indigenous Responsive Program

Civil Train SA is a preferred training provider under the Indigenous Responsive Program (IRP) funded by the Northern Territory government. Failure to attend a course funding under the IRP will result in full fees payable. For information on the Northern Territory IRP go to <https://nt.gov.au/learning/adult-education-and-training/indigenous-responsive-program>

4. Payment

Timing

Fees for courses of \$1,500 or less and fees for non-accredited Plant Training & Assessment courses are to be paid a minimum of five working days prior to commencement.

Timing of payment for fees for all other courses will be advised within the course information package and will be dependent upon a number of issues such as, but not limited to:

- Total course cost;
- Course duration;
- Whether partially funded.

No more than \$1,500 is to be paid in advance by learners enrolled in AQF courses before course commencement or at any given time during the progress of the course to the total of the course cost.

Under special circumstances payment by instalments may be negotiated. An invoice for payment is issued at the time enrolment is confirmed by Civil Train SA to approved clients.

Where payment by instalment is agreed:

- all instalments are to be paid by the due date;

- outstanding instalments are to be paid even if the learner is no longer enrolled or eligible for funded/subsidised training or their contract of training is expired;
- outstanding instalments are to be paid if the learner withdraws from/does not commence/does not attend:
 - a training contract by giving less than ten working days' notice prior to the course commencement; or
 - a short course or a plant training and assessment course by giving less than five working days' notice prior to the course commencement

Civil Train SA reserves the right to suspend training delivery where fees remain outstanding. Any delay in payment of fees after the due date on an invoice may result in the imposition of a late payment fee.

The issuance of a qualification or Statement of Attainment (SOA) will be withheld until all fees are paid.

Payment options

Fees and charges may be paid by cash, cheque, credit card (VISA or MasterCard only), electronic funds transfer and/or direct debit arrangements. Online payment is available for short courses. A charge may apply on credit card payments made over the phone and in person.

Successful enrolment applications in Civil Train SA courses cannot be guaranteed until course fees (if any) are paid and receipts must be retained to verify payments. Fees for short courses are to be paid in full prior to course commencement.

Formal acknowledgement of receipt of payment will be provided to the client within seven days of funds clearing.

Third party

Payment can be made by a third party (employer or other organisation). Where a third party chooses to pay course fees, they must complete and submit an *Application for Payment of Learner Fees by a Third Party* for qualifications or complete and submit the *Short Course Registration Form* for short courses.

The third party will be liable for learner's fees invoiced by Civil Train SA, even if:

- the learner withdraws from the course prior to or after course commencement and there is not entitlement to a refund or adjustment of fees;
- the learner is no longer entitled to subsidised training; or
- the learner's contract of training has expired; or
- the learner's employment with the third party is terminated; or
- the learner is deemed not competent

If the learner's employment with the third party is terminated the third party and the learner must advise Civil Train SA of the employment termination to courses@ccfsa.com.au. If the employment termination is not notified to Civil Train SA the third party will remain liable for any learner's fees incurred after the employment termination

5. Refunds

Fees might be refunded under limited circumstances.

Cancellations

Civil Train SA might cancel a course due to low registrations. Reasonable notice of cancellation including an offer of transfer to another course will be given to learners or full refund

If Civil Train SA cannot deliver one or some units of competency scheduled in a particular training program, a refund for the portion of fees paid for which unit/s was/were not received will be processed. Refunds will be processed within thirty calendar days of course cancellation.

No administration fee will apply.

If Civil Train SA is unable to deliver or continue delivering a training session due to causes beyond its control, including but not limited to natural disaster, threat of security and/or power shortage the training will be cancelled or ceased and learners will be entitled only to be transferred to another training session and not be refunded.

Withdrawals and non-attendance

Qualifications

Where a learner withdraws from a training contract by giving a minimum ten working days' notice prior to the course commencement, all fees excepting non-refundable administration fee (if applicable) will be refunded. **No refund is given if:**

- a training contract is cancelled with less than ten working days' notice prior to course commencement; or
- the learner withdraws from a training contract once they have commenced; or
- the learner does not commence the course.

If a learner does not attend a training/assessment session or site visit without notice or by giving less than two working days' notice, a non-attendance fee will apply. Where a learner is enrolled in a Plant Training & Assessment course within their qualification, five working days' notice must be given to cancel, postpone or reschedule a training/assessment session or site visit. Failure to provide five working days' notice will incur a non-attendance fee. For current non-attendance fees, please refer to the Fees Schedule available at www.civiltrainsa.com.au.

To ensure currency of assessment, all assessments must be completed within a reasonable time. Where the learner does not complete the assessment process within a reasonable time as determined by the assessor, they must re-sit the full assessment and a non-attendance fee will incur.

Short Courses

Where learners withdraw from training by giving a minimum five working days' notice prior to the course commencement, all fees excepting a non-refundable administration fee will be refunded. No refund is given if training is cancelled with less than five working days' notice prior to course commencement. Two working days' notice apply to withdrawals from training taken under the 'We'll shout you' offer. The **full course fee** is charged if learners enrol in a short course by taking the 'We'll shout you' offer and they then fail to attend or do not provide two working days' notice or if they are found not competent or do not provide a valid CITB number.

Withdrawal notices

Withdrawal notices must be given in **writing**:

- by completing and returning the *Deferral or Withdrawal Form* to courses@ccfsa.com.au for qualifications' withdrawals;
- by advising by email to courses@ccfsa.com.au for short courses' withdrawals

Where a refund is determined to be payable:

- the Administration Team will calculate the payment;
- the Administration Manager will check and authorise the payment;
- Accounts payable staff process the payment (EFT or Cheque);
- Current signatories will sign cheque or approve EFT.

Refunds will be processed within thirty calendar days of refund request submission, provided that the fees have been cleared through Civil Train SA's bank account.

Exceptional circumstances

Circumstances such as illness and traumatic events will be considered as Exceptional Circumstances for refund purposes. Learners will be required to provide evidence to support claims of exceptional circumstance e.g. Illness (doctor's certificate) or family crisis. Request for refunds must be made to Civil Train SA within five days of formal notification of cancellation.

Under no circumstances is a refund provided for fees paid by the employer if the employment relationship is terminated and late notification of cancellation is given. However, where the learner is unable to commence a short course, the employer might nominate a suitable substitute attendee to the course (subject to eligibility and enrolment conditions).

Complaints and Appeals

Should a Learner wish to appeal against a decision not to award a refund, they may do so by completing a Complaints and Appeals form, attaching any related documentation as evidence and submitting their appeal to Civil Train SA by following the process set out in the Complaints and Appeals Policy located at www.civiltrainsa.com.au.