



## Schedule of Fees and Charges

Alpha Beta College Australia (ABCA) is a Registered Training Organisation (RTO # 45195 – CRICOS # 03975J) and operates in accordance with applicable legislation and the Standards for Registered Training Organisations 2015. ABCA 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 ABCA. We may cancel an enrolment or discontinue training if fees are not paid as required. Payment methods include direct deposit, cheque or credit card.

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

Yes - If you give notice to cancel your enrolment 10 business days 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 9 business days 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 ABCA 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 on or 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 an extenuating or significant personal circumstance that led to your withdrawal.

**Note:** (Security Course NSW) Learners who did not comply with NSW Police SLED approved course terms and conditions or did not wish to continue the course or found NYC in NSW Police SLED approved course assessments after the course start date will not be entitled to a refund of fees.

### **Our guarantee to you**

If for any reason ABCA is unable to fulfil its service agreement with a student, ABCA 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. NO refund will be issued after the course start date.

### **Are my fees protected in case I need a refund?**

Yes - ABCA has a responsibility to protect the fees paid by students. To meet this need, ABCA 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. Please visit the following site for more information: [Australian Consumer Law](#)

### **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**

ABCA 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**



ABCA is responsible under the National Vocational Education and Training Regulator Act 2011 for the quality 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.

**Courses Offered**

<ul style="list-style-type: none"> <li>➤ CPP20218 Certificate II in Security Operations</li> <li>➤ CPP31318 Certificate III in Security Operations</li> <li>➤ CPP31418 Certificate III in Security Close Protection Operations</li> <li>➤ HLTAID009 Provide Cardiopulmonary Resuscitation</li> <li>➤ HLTAID011 Provide First Aid</li> <li>➤ HLTAID012 Provide First Aid in an education and care setting</li> <li>➤ HLTAID014 Provide Advanced First Aid</li> <li>➤ SITHFAB021 Provide responsible service of alcohol</li> <li>➤ SITHGAM022 Provide responsible gambling services</li> <li>➤ CPCCWHS1001 Prepare to Work Safely in the Construction Industry</li> <li>➤ SIT60322 Advanced Diploma of Hospitality Management</li> <li>➤ BSB50120 Diploma of Business</li> <li>➤ BSB50420 Diploma of Leadership and Management</li> <li>➤ BSB50320 Diploma of Human Resource Management</li> <li>➤ CHC52021 Diploma of Community Services</li> <li>➤ CHC43121 Certificate IV in Disability Support</li> <li>➤ CHC33021 Certificate III in Individual Support</li> <li>➤ SIR30216 Certificate III in Retail</li> <li>➤ SIT30622 Certificate III in Hospitality</li> <li>➤ SIT30622 Certificate II in Hospitality Management</li> <li>➤ BSB20120 Certificate II in Workplace Skills</li> <li>➤ TLI20421 Certificate II in Supply Chain Operations</li> <li>➤ FSK20119 Certificate II in Skills for Work and Vocational Pathways</li> <li>➤ BSB20120 Certificate II in Workplace Skills</li> <li>➤ BSB30120 Certificate II in Business</li> </ul>	<p>§ Check our website for the current fee.</p>
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*Please check our website for current updates on tuition fees or any promotional fee structure.*  
**[www.alphabetacollege.edu.au](http://www.alphabetacollege.edu.au)**

**Notes.**

- All training tuition fees are exempt from the payment of GST. No GST included.
- RPL fees are identified above for completing an individual unit of competency. The initial application/enrolment fee for RPL into the above qualifications is \$1,500.00 with the balance of the fee due at the completion of the RPL assessment process before any AQF certificate is issued.
- The fee structure described above is designed to limit the amount paid by students upfront and is structured to collect fees as the course progresses.
- All fees must be paid in full before students can be issued with any AQF Certificate relating to their achievements
- Student should refer to the course brochure to identify the cluster outline within each course



### Other fees and charges

Item	Cost
Copy Fee. Required where a student requests a photocopy of their student record	\$10.00 (Incl. GST)
Re-issuing a certificate, qualification or statement of attainment	\$50.00 (Incl. GST)
Replacement of issued learning/reference workbook (per workbook)	\$ Market Cost (Incl. GST)
Re-enrolment fee (NSW Security Course, 50 % of current advertised fee)	(GST exempt)
Re-assessment fee/unit	\$150.00 (GST exempt)
Administration Fee (Non-refundable)	\$100.00 (GST exempt)

**Note:** Students will be offered two (2) assessment opportunities (*Excluding NSW Police SLED approved Courses*) during a normal training program for each assessment event. The re-assessment fee will only apply if the student chooses to persist in order to demonstrate competence and complete the qualification. The re-assessment service includes re-training to prepare the student for the re-assessment.

**NSW Police SLED-approved Courses: During the nominated assessment schedule, students will be offered one (01) re-assessment opportunity free of charge.** All re-assessments will be charged \$150 Per Assessment.

Please refer to the above fee and charges schedule for assessment / re-assessment or on our website to identify the current course fee.