

## Schedule of Fees and Charges

As is a Registered Training Organisation and operates in accordance with applicable legislation and the Standards for NVR Registered Training Organisations. RTOs are entitled to charge fees for services provided to students including those undertaking a course of study under government funding unless specifically stated under the funding guidelines.

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.

The fees and charges will be shown in a written agreement that will we send to you with a letter of offer once your application has been accepted. You will receive a tax invoice the amount you are required to pay. The Tax invoice will provide you with SEIA have nominated account for payments of fees held in advance.

Fee information provided to domestic students includes:

- All relevant fee information, including fees that must be paid and payment terms
- Details of the potential for fees to change during the student's course as relevant
- Refund information and conditions relating to these
- The learners rights as a consumer

### When and how do I pay?

Fees are payable when you receive notification of confirmation of enrolment. Initial fees must be paid in full within five days of receiving this notification or a negotiated payment plan must be put in place. We reserve the right to discontinue training (where contractually required) if the fee is not paid as required. Payment methods include Visa, MasterCard, direct deposit or cheque. Payment details and authorisation form is attached to the enrolment form. Please note purchase of any textbooks is at the students own cost.

### Training Programs refer to Course Price Lists

## Can I get a refund?

This will depend on the type of and any funding you are receiving. Students are encouraged to check the terms and conditions of their enrolment provided at induction.

Students also have the right to lodge an appeal should their request for withdraw be denied.

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

### How do I get a refund?

Generally speaking, you must withdraw formally through completion of a withdraw form and complete a request for refund form.

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. Students also have the right to lodge an appeal should their request for withdraw be denied

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

As required by legislation we do not accept student fees greater than \$1,500 for domestic students. Where fees are greater than \$1,500 in total, a payment plan will be negotiated to ensure the student has never prepaid greater than \$1,500.

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

No - GST is 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.

For policy and process information, please see our Fee and Refunds Policy and Procedure

## Miscellaneous Charges

Item	Cost
Photo Copy for students – A4 Sheet – cost per sheet Black and White	\$0.30
Photo Copy for students – A4 Sheet – cost per sheet Colour	\$1.00
Accessing your records	Free
- Photo copy	\$10.00
Re-assessment after three attempts Re-issuing a certificate, qualification or statement of attainment	\$50.00
Replacement of text books	At own cost
Replacement of learning materials – per learning resources	\$25.00
Replacement of assessment materials – per assessment	\$10.00
One transfer to a different course	No Cost
- 10 days or more to commencement	\$55.00
- less than 10 before commencement	\$55.00
Second Transfer to a different course	\$ 55.00