

Statement of Fees

Qualification <small>Current unless otherwise stated with 'superseded'</small>	Tuition Fee Type	Amount	Materials Inc GST	TOTAL	Approximate government contribution
Cert 3 in Hospitality - Traineeship					
SIT30616 Certificate III Hospitality – Licenced and Non-alcoholic *Discounts apply for group training	Fee for Service	\$5500	\$0	\$5500	Not funded
	Skills First Funded	\$1700	\$0	\$1700	447 hours x \$8.50 / hour = \$3,799.50 (Licensed) 362 hours x \$8.50 / hour = \$3,077 (Non-Alcoholic)
	Concession Skills First Funded & Job Trainer	\$340	\$0	\$340	
Cert 3 in Hospitality (NON traineeship)					
SIT30616 Certificate III Hospitality	Fee for Service	\$5500	\$0	\$5500	Not funded
	Skills First Funded	\$4000	\$0	\$4000	477 hours x \$3 / hour = \$1,431
	Concession Skills First Funded & Job Trainer	\$800	\$0	\$800	447 hours x \$3 / hour = \$1,431
Cert 4 in Hospitality (Hosp)					
SIT40416 Certificate IV in Hospitality	Fee for Service	\$2,000	\$0	\$2000	Not funded
	Skills First Funded	\$0	\$0	\$0	750 hours x \$6 / hour = \$4,500
Cert 4 in Leadership and Management (L&M)					
BSB42015 Certificate IV in Leadership and Management Superseded	Fee for Service	\$2,000	\$0	\$2000	Not funded
	Skills First Funded	\$0	\$0	\$0	540 hours x \$6.50 / hour = \$3,510
Dual Qual – Cert 4 Hosp and Cert 4 L&M					
Dual Qualification BSB42015 Certificate IV in Leadership and Management Superseded SIT40416 Certificate IV in Hospitality	Fee for Service Both qualifications	\$2500 (Hosp \$2000 LM \$500)	\$0	\$2500	Not funded
	Skills First Funded Both qualifications	\$0	\$0	\$0	L&M = 540 hours x \$6.50 / hour = \$3,510 Hosp = 610 hours x \$6 / hour = \$3,660
Cert 3 in WHS					
BSB30715 Certificate III Work Health Safety	Fee for Service	\$2400	\$0	\$2400	Not funded
	Skills First Funded	\$0	\$0	\$0	363 hours x \$6.50 / hour = \$2359.50

Nationally Recognised training is GST free. The student tuition fees as published are subject to change given individual circumstances at enrolment and details of any other fees including but not limited to student services, amenities, goods, or materials.

At the CEO's discretion, fees can be waived for any student prior to, during, or post training and assessment.

Concession rates have not been listed as they do not apply to fee for service student rates or material fees. If a Skills First funded student were charged a tuition fee, they would be entitled to a concession rate which is 20% of the stated fees.

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Individual Units and Short Courses (No GST charged) Current unless otherwise stated with 'superseded'	Fee for Service
SITHFAB002 Provide responsible service of alcohol - RSA	\$50
SITXFSA001 Use hygienic practices for food safety (Food Handlers Certificate Level 1)	\$50
SITHFAB002 Provide responsible service of alcohol – RSA AND SITXFSA001 Use hygienic practices for food safety (Food Handlers Certificate Level 1)	\$80
*[SITXFSA002 Participate in safe food handling practices Food Safety Supervisors Certificate Level 2	\$150

Government Funded Courses:

Skills First Government Funding

You may be eligible for a government-subsidised place through the Skills First Funding Program. If you are eligible, the government will contribute to the cost of your training. This amount is paid directly to Serve It Up (SIU) on to cover a portion of costs associated with training. To check your individual eligibility or if you want further course information call or email the office. There are limitations to using Victorian government funding, you need to make sure you are using your funding for the right course, as it may affect your access to future government funding.

Basic Funding Info

- You must be an Australian, a New Zealand Citizen or a Permanent Resident
- You must be up-skilling to a higher qualification than you already hold (unless under 20 at the 1st of January this year) – exemptions may apply
- You can enrol in a maximum of two government-subsidised courses in one year
- You can undertake up to two government-subsidised courses at one time
- You can only ever begin a maximum of two government-subsidised courses at the same qualification level – exemptions may apply

*Funding rules may differ slightly for courses on the foundations skills list and apprenticeships.

JobTrainer

SIU currently has access to limited Job Trainer places for the following qualifications:

- SIT30616 Certificate III Hospitality

If you were not eligible for Skills First funding because you did NOT meet the “upskilling” requirement or “two at a level in a life time” you could get an exemption under the Job Trainer fund if you are:

- 17-24 or
- A job seeker of any age (evidence required such as concession card or separation certificate)

Other eligibility criteria and/or exemptions may apply. Student can only access the JobTrainer initiative once. Different criteria applies if you are recommencing a previous JobTrainer enrolment. Contact our office for further information.

Cooling Off Period – Government Funded Enrolments

If a student requests to withdraw from their course during the cooling off period (first 2 sessions) we will not report their enrolment or charge tuition fees.

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Payment Options

We only accept online payments.

Short courses and material fees are paid online after completing enrolment via Stripe our online payment system. Material costs must be paid prior to commencing studies and/or practical training.

Full- Qualifications are via direct debit payment plan, with fortnightly debits over the duration of your course. You will be sent an invoice and email with a “gocardless” link to a payment plan mandate that will require you to enter your name, email and bank details. If you would like to pay in one payment via credit card, request a credit card link from finance@serveitup.com.au. Payment plans cannot be attached to a credit card. If you withdraw/cancel at any point within your set course duration you will not be charged for subsequent months of the payment plan and the payment plan will be cancelled. We must receive a formal cancellation/withdrawal email to cancel the payment plan.

Fee protection: We do not accept more than \$1000 prior to commencing your course, or once commenced no more than \$1500 in advance of services delivered.

Reassessment Fees

We cannot guarantee that you will successfully complete your training course. Successful completion is dependent on your skills and knowledge. You may receive a Not Yet Competent (NYC) mark and need to undergo reassessment. A student will not be charged a reassessment Fee if they are assessed as NYC during the in-class reassessment process and can complete reassessment in the scheduled catch up classes. If a student is required to book in a reassessment to be conducted outside of class time, a reassessment Fee may apply.

- Hourly reassessment fee for oral questioning may be charged at \$60 per hour required
- Reassessment for Theory Assessments may be charged at \$100 per assessment.
- Reassessment for Practical Assessment may be charged at \$200 per assessment.
- Reassessment for a Practical Placement Visits may be charges at \$200 per visit required to the workplace
- If a student books a reassessment session outside of their regular class time and they fail to attend without good reason, such as a medical condition supported with documentary evidence, the student may be charged a \$50 administration Fee for rebooking the session.
- Students that have missed more than 20% classes, without a valid and approved reason and require catch up sessions with the trainer and assessor may be charged a reassessment/training fee of \$60 per hour.
- Reassessment fees are GST Free

Other Fees and Charges:

- Postage of books after purchase, if not picking up from the head office book shop \$12 within Victoria.
- Recognition of Prior Learning (RPL) - \$250 application and assessment fee. Each additional hour of assessment \$60
- Replacement certification fee: \$20
- Concession fee /discount is 20% of the standard tuition fee for a government subsidised student enrolled in an eligible qualification.
- External Appeals – see student handbook

Serve It Up may charge for additional services for an individual student or group. If these are to be charged they will be provided to the student, or person/business covering the cost of the individuals/groups training (etc) **prior** to enrolment. Such charges could include, but are not limited to: room hire fees, interpreters,

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travel and accommodation charges, increased rates – should groups decrease in size, one-one tutoring services, other educational support services.

Traineeships & Group Bookings

Where the employer can arrange for group training in the workplace for traineeships, discounts can be applied to tuition fees charged for Skills First Funded Trainees. Group training is when each employee is available for training at the same time. When groups reach 5 enrolled trainees, subsequent enrolments in the same group will have their funded tuition fees waived and fee for service students will have a 50% discount on tuition fees.

If employers send their trainees to our group classes at our Spencer Street campus, 100% of tuition fees can be waived for skills first funded trainees and a 50% discount applied for fee for service trainees. Workplace visits will still be undertaken in your venue at no extra cost.

Tuition fees are paid on a direct debit payment plan over 10 months, each month in arrears. If a trainee withdraws at any point within these 10 months you will not be charged for subsequent months and the payment plan will be cancelled. We must receive a formal cancellation/withdrawal email to cancel the payment plan.

Group Bookings for short courses (\$300 deposit)

Please book with Head Office prior to it commencing. Minimum numbers of 10 (if students drop out will still be charged for 10 minimum). Funds can be refunded if cancellation is more than 48 hours' notice in advance. If you need to reschedule the training date, with less than 48 hours' notice this may incur a \$300 charge – to cover trainer costs. Certificates will not be released until all payments are made.

Service Guarantee

SIU will fully complete the training and assessment for any student once they commenced, as long as the student has paid all required fees, the student has followed SIU policies and procedures, the students has attended required classes and is within qualification duration timeframes.

Further Conditions

Participation is required for all courses, we cannot guarantee employment or completion. Training is conducted at U39, 617-643 Spencer Street, West Melbourne (our head office), or at your employer's venue.

Please refer to the specific course brochure which provides detailed course information including: estimated course duration, expected locations for delivery, expected modes of delivery, name and contact details of any third party that may provide training and assessments, and related educational support services and any work placement arrangements

Refunds

Students that want to apply for a refund should email the request to info@serveitup.com.au. The request will be considered, and eligibility and amount of any refund determined by the head office. Students are advised of the decision within 5 business days via email. Refunds for courses are provided on the following basis:

Full refund of tuition fees :

- If Serve It Up cancels a course
- Full Qualifications: Student cancelation requests received up to the second session/within the cooling off period (excludes material fees where materials have been collected)

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No refund:

- Materials fees – where you have collected the materials
- Training that has already been delivered
- Short courses already delivered

Students unhappy with this decision can access the complaints and appeals process.