

Statement of Fees & Funding Information 2023



Fees Overview

1. Nationally recognised training is GST free.
2. Material fees do incur GST, our material fees listed are inclusive of GST.
3. 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.
4. At the CEO's discretion, fees can be waived for any student prior to, during, or post training and assessment
5. All programs are considered current unless superseded, superseded is notated with an *
6. Concession = Skill first funded concession
7. Fee for service = Not using/eligible for skills first funding
8. Footnotes list the approximate government contribution for each program. Approximate course payable hours multiplied by the government subsidy rate per hour.

AQF Qualifications No material fees charged	Tuition Fee Types		
	Skills First Funded	Concession Skills First Funded	Fee for Service Not eligible for government funding
*SIT30616 Certificate III Hospitality (Non-Traineeship) ¹	\$2500	\$500	\$4,000
*SIT30616 Certificate III Hospitality (Traineeship) ² <i>*Discounts apply for group training</i>	\$1,700	\$340	\$5,500
*SIT40416 Certificate IV in Hospitality ³	\$0	\$0	\$2,000
*SIT40416 Certificate IV in Hospitality (Traineeship) ⁴ <i>*Discounts apply for group training</i>	\$1,500	\$300	\$6,000
Dual Qualification BSB40520 Certificate IV in Leadership and Management *SIT40416 Certificate IV in Hospitality ⁵	\$0	\$0	\$2,500 ⁶
BSB30719 Certificate III Work Health Safety ⁷	\$500	\$100	\$2,400
BSB40520 Certificate IV in Leadership and Management ⁸	\$0	\$0	\$2,000
BSB40520 Certificate IV in Leadership and Management ⁹ (Traineeship)	\$1500	\$300	\$4,000

¹ SIT30616 - 477 hrs x \$3.50 /hr = \$1,669.50

² SIT30616 - 477 hrs x \$9.00 /hr = \$4,293.00

³ SIT40416 - 700 hrs x \$6.50 /hr = \$4,550.00

⁴ SIT40416 - 638 hours x \$9 /hr = \$5,742.00

⁵ Dual – (700 hrs x \$6.50 / hrs = \$4,550) + (570 hrs x \$7 p/hr = \$3,990)

⁶ This fee is made up of \$2000 SIT40416 + \$500 BSB40520 (If eligible for 1 course the other course if FFS)

⁷ BSB30719 - 342 hrs x \$7 / hr = \$2,394

⁸ BSB40520 - 570 hrs x \$7 / hr = \$3,990

⁹ BSB40520 - 570 hrs x \$7 / hr = \$3,990

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Skill Sets & Short Courses Program	Tuition Fee Types		
	Skills First Funded	Concession Skills First Funded	Fee for Service Not eligible for government funding
Coffee + Job Ready Tickets Dual Skill Set + Bonus RSA SITSS00080 - Espresso Machine Operation BSBSS00095 - Cross-Sector Infection Control Skill Set	\$0	\$0	\$750
Bar & Service + Job Ready Tickets Dual Skill Set + Bonus RSA SITSS00078 - Customer Service BSBSS00095 - Cross-Sector Infection Control Skill Set	\$0	\$0	\$450
Espress Yourself SITSS00080 - Espresso Machine Operation Skill Set ¹⁰	\$400	\$80	\$600
SITSS00071 - Responsible Service of Alcohol Skill Set¹¹ SITHFAB021 Provide responsible service of alcohol.	\$0	\$0	\$60
Food Handlers Certificate – Online SITSS00068 Food Handling ¹² /SITXFSA005 Use hygienic practices for food safety. If practical observations are required at head office and extra \$60 practical assessment fee applies.	\$50	\$10	\$100
Food Safety Supervision SITSS00069 - Food Safety Supervision Skill Set ¹³ Food Handlers Certificate Level 1 Food Safety Supervisors Certificate Level 2	\$100	\$20	\$300
Food Safety Supervisors Certificate SITXFSA006 Participate in safe food handling practices	N/A	N/A	\$240
Infection Control BSBSS00095 - Cross-Sector Infection Control Skill Set ¹⁴	\$0	\$0	\$300
Customer Service SITSS00078 Customer Service ¹⁵	\$150	\$30	\$350
Customer Service Management SITSS00077 – Customer Service Management Skill Set ¹⁶	\$400	\$80	\$650

¹⁰ SITSS00080 - 95 hrs x \$4 /hr = \$380

¹¹ SITSS00071- 10 hrs x \$6.25 /hr = \$62.50

¹² SITSS00068 - 15 hrs x \$3.25 /hr = \$48.75

¹³ SITSS00069 - 55 hrs x \$4 /hr = \$220

¹⁴ BSBSS00095 - 30 hrs x \$19.50 = \$585

¹⁵ SITSS00078 - 45 hrs x \$7.5 = \$337.50

¹⁶ SITSS00077 - 90 hrs x \$7.5 = \$675

Skills First Government Funded Programs

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) to cover a portion of costs associated with training.

Skills First Funding Eligibility Criteria - Qualifications and Skill Sets

1. Evidence of citizenship/residency, you must be either:
 - a. an Australian citizen;
 - b. a holder of a permanent visa; or
 - c. a New Zealand citizen
2. You can enrol in a maximum of 2 funded qualifications and 2 funded skills sets in one year
3. You can undertake up to 2 funded programs at one time
4. At SIU, we require you to be 17 and over and not enrolled in high school to access funding

Evidence of Citizenship/Residency

To ensure you are eligible for skills first funding we will sight and retain one of the following:

- Current green Medicare card
- Current Australian Passport
- Australian Birth Certificate (not Birth Extract)
- Current New Zealand Passport
- Australian Citizenship Certificate
- Australian Certificate of Registration by Descent
- New Zealand Birth Certificate
- New Zealand Citizenship Certificate
- A proxy declaration for individuals in exceptional circumstances as per Clauses 2.12 – 2.16 of the Guidelines About Eligibility (the Eligibility Guidelines)
- Confirmation via the Visa Entitlement Verification Online System (VEVO) of permanent residence AND the student's foreign passport or ImmiCard
- Confirmation that the student meets the eligibility criteria for the Asylum Seeker VET Program.

Further Information

- Funding rules may differ slightly for courses on the foundation's skills list and apprenticeships.
- You must be living in Victoria whilst participating in the training.
- If you want further course information call 1300 555 748 or email info@serveitup.com.au .

Cooling Off Period – Government Funded Enrolments

If you request to withdraw from your program, during the cooling off period, we will not report your enrolment, access your funding or charge tuition fees.

- Qualifications' cooling off period is the first 2 sessions
- Skills sets' cooling off period is 24 hours after you started your first session or commenced learning and/or assessment online.

Concession

Concession fees will be 20% of the published standard tuition fee. Concession fees apply to programs at the Certificate IV level and below (including skill sets). We will sight and retain evidence of your entitlement to receive a concession.

Valid concession means, prior to the commencement of training, holds a current and valid:

- a. Health Care Card issued by the Commonwealth;
- b. Pensioner Concession Card; or
- c. Veteran's Gold Card.

A dependant spouse or dependent child of a card holder is also entitled to the Fee Concession.

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Payment Options

Skills Sets & Short courses & 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.

Qualifications & Payment Plans

Payment plans are via direct debit arrangement, with pre-arranged 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.

Other Fees and Charges

- Recognition of Prior Learning (RPL) - \$250 application and assessment fee. Each additional hour of assessment \$60
- Replacement certification fee: \$20
- Postage of books after purchase, if not picking up from the head office book shop \$12 within Victoria.
- External Appeals – see student handbook
- Additional Practical Assessment Fees: \$60 per hour

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

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

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Fee protection

We do not accept more than \$1,000 prior to commencing your course, or once commenced no more than \$1,500 in advance of services delivered.

Traineeships

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, SIU requires a minimum of 4 per class to run group training sessions, if numbers are less than this a gap fee will be charged. 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 pre-arranged 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

Please book with Head Office prior to it commencing, a \$300 deposit will be charged to secure your booking. Deposits 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. Certificates will not be released until all payments are made.

Item	Rate	Description
2-4 Hour Training Session	\$500	Includes statement of participation and custom training
5-6 Hour Training Session	\$650	Includes statement of participation and custom training
7-8 Hour Training Session	\$800	Includes statement of participation and custom training
Travel greater 20km each way	\$2 per KM (plus GST)	Travel to and from head office
Per student additional charges		
Coffee/Bar supplies per student	\$20 (plus GST)	Coffee, beans, milk, chai chocolate powder and other condiments
Per assessment with accredited outcome	\$50	Enrolment in Nationally accredited unit Learning Management System (LMS) License Assessment grading and support Digital statement of attainment

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 & material fees:

- Serve It Up cancels the course
- Student cancellation requests received within the cooling off period for qualifications only – *Please note this excludes material fees where materials have been collected*

Partial refund of tuition fees:

- Formal withdrawals seeking a refund, can receive a refund of tuition fees paid for classes/assessments not yet commenced as per the class schedule, from the date withdrawal and refund has been requested. Tuition fees will be divided by no. of classes on schedule.

No refund:

- Materials fees – where you have collected the materials
- Training that has already been delivered
- Short courses and skill sets already delivered
- Short courses and skill sets enrolled and commenced longer than 4 weeks

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

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 student handbook and 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

Service Guarantee

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