

Statement of Fees & Funding Information 2024



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 BSBSS00095 - Cross-Sector Infection Control Skill Set ¹ Food Handlers Certificate Level 1 Coffee Skills – Statement of completion	\$250	\$50	\$400
Bar & Service Job Ready BSBSS00095 - Cross-Sector Infection Control Skill Set Food Handlers Certificate Level 1 Bar Skills – Statement of completion	\$250	\$50	\$400
Hospitality Essentials Pre-Employment program SITHFAB021 Provide responsible service of alcohol SITXFSA005 Use hygienic practices for food safety	N/A	N/A	\$500
Responsible Service of Alcohol SITHFAB021 Provide responsible service of alcohol.	N/A	N/A	\$60
Food Handlers Certificate – Level 1 SITXFSA005 Use hygienic practices for food safety	N/A	N/A	\$60
Food Safety Supervisors – Level 2 SITXFSA006 Participate in safe food handling practices	N/A	N/A	\$240
Food Safety Supervision Skill Set SITSS00069 - Food Safety Supervision Skill Set Food Handlers Certificate Level 1 Food Safety Supervisors Certificate Level 2	N/A	N/A	\$300
Infection Control BSBSS00095 - Cross-Sector Infection Control Skill Set	\$250	\$50	\$400
Espress Yourself SITSS00080 - Espresso Machine Operation Skill Set	N/A	N/A	\$600
Customer Service SITSS00078 Customer Service	N/A	N/A	\$450
Customer Service Management SITSS00077 – Customer Service Management Skill Set	N/A	N/A	\$650

Fees Overview

- Nationally recognised training is GST free. Material fees are inclusive of GST.
- 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.
- Discounts and promotional codes may be provided
- At the CEO's discretion, fees can be waived for any student prior to, during, or post training and assessment
- All programs are considered current unless superseded, superseded is notated with an *
- Concession = Skill first funded concession
- Fee for service = Not using/eligible for skills first funding
- Footnotes list the approximate government contribution for each program. Approximate course payable hours multiplied by the government subsidy rate per hour.

¹ BSBSS00095 - 30 hrs x \$19.50 = \$585

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AQF Qualifications	Tuition Fee Types		
	Skills First Funded	Concession Skills First Funded	Fee for Service Not eligible for government funding
No material fees charged			
SIT30622 Certificate III Hospitality (Non-Traineeship) ²	Available in 2025	Available in 2025	\$4,000
SIT30622 Certificate III Hospitality (Traineeship) ³	Available in 2025	Available in 2025	\$5,500
SIT40422 Certificate IV in Hospitality ⁴	Available in 2025	Available in 2025	\$4,000
SIT40422 Certificate IV in Hospitality (Traineeship) ⁵	Available in 2025	Available in 2025	\$6,000
BSB30719 Certificate III Work Health Safety ⁶	N/A	N/A	\$2,400
BSB40520 Certificate IV in Leadership and Management ⁷	N/A	N/A	\$4,000

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.	\$60	Enrolment in Nationally accredited unit Canvas License Assessment grading and support Digital statement of attainment

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.

² SIT30622 - 477 hrs x \$3.50 /hr = \$1,669.50

³ SIT30622 - 477 hrs x \$9.00 /hr = \$4,293.00

⁴ SIT40422 - 695 hrs x \$6.50 /hr = \$4,517.50

⁵ SIT40422 - 638 hours x \$9 /hr = \$5,742.00

⁶ BSB30719 - 342 hrs x \$7 / hr = \$2,394

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

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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. This applies per individual, not group bookings.



Payment Options & Refunds

A number of courses will require a \$50 booking fee to be paid at enrolment. This secures your place in the course. Booking fees are deducted from the overall course fee. If we cancel a course students will receive full refunds. To request a refund you MUST email info@serveitup.com.au. Students are advised of the refund decision within 5 business days via email.

Refunds for courses are provided on the following basis:

Type of course	How & when to pay	Refund Information
Booking Fee	Stripe – at enrolment – before your course starts.	<ul style="list-style-type: none">Fully refundable if you cancel 3 business days or more, before the course commencement date.Can be transferred to another course within 1 month if you provide written notice on or before the course start date. Bookings fees can only be transferred on 1 occasion.
Short Course & Skill Set Tuition Fees (if greater than booking fee)	Stripe – once enrolment processed – you will be emailed your remaining fee. Paid prior to course start date.	<ul style="list-style-type: none">Fully refundable if you cancel 3 business days or more, before the course commencement date.Can be transferred to another course within 1 month if you provide written notice on or before the course start date. Tuition fees can only be transferred on 1 occasion.
Self-paced Food Safety	Stripe – at enrolment – before your gain access to the course.	<ul style="list-style-type: none">Fully refundable if you do not click on the course link and commence the course (within 7 days of being sent the course access).Partial refund (full fee less \$30 administration fee) if you cancel within 7 business days of enrolment and have access materials.
Qualifications	Tuition fees and payment plans	<ul style="list-style-type: none">Fully refundable if you cancel within the cooling off periodFormal withdrawals, can receive a refund of tuition fees paid for classes/assessments not yet commenced as per the class schedule, from the date withdrawal/refund request. Tuition fees will be divided by no. of classes on schedule.
Material Fees	Stripe –invoiced after enrolment confirmed	<ul style="list-style-type: none">No refund if you have collected the materials, attended class or logged onto Canvas

Students unhappy with the refund policy can access the complaints and appeals process.

Employment Service Providers Paying

If a business is paying on your behalf, the business must complete the referral form. We will invoice the business directly and provide the student with a promo code to override the payment session.

Payment Plans

Payment plans are for course fees greater than \$450.00 they are via direct debit arrangement using go cardless. With pre-arranged fortnightly debits over the planned duration of your course.

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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. The cooling off period is the first 2 sessions of a funded program. Or 24 hours if only one session.

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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Other Fees and Charges



Fees and charges may change each year, all fees are GST inclusive except reassessment fees that are GST free. If a student has outstanding payments they will be unable to book placements visits, first aid or receive their statement of attainment and qualification

Type	Description	Price
Practical class rebooking	Rebooking more than 3 catch-up classes (charged from the 4 th rebooking)	\$50
Class/Course Swap	<ul style="list-style-type: none"> Changing/swapping classes more than once (charged from the 2nd class swap) Course swap form to be completed 	\$100
Course Extension (to be implemented for new enrolments from 1.9.24)	<ul style="list-style-type: none"> Each student will be allowed one free course extension up to 3 months or longer if specifically requested. Further extensions will incur this fee per extension. If you reach the planned end date for your course, we will automatically extend your duration and invoice you if this is your 2nd extensions Course extensions cover administration fees and the costs of our digital platforms which are billed per user annually. 	\$100
Regional Travel Fee (to be implemented for new enrolments from 1.9.24)	Fees charged for practical placement greater than 75km from head office address West Melbourne. <ul style="list-style-type: none"> 75km-100km from head office \$200 charge 101km-150km \$250 charge 151km – 200km - \$300 201km – 300km includes trainer accommodation \$750 	\$200-\$750
Recommencement	<ul style="list-style-type: none"> When you seek to be re-enrolled after withdrawal 	\$100
Replacement Certificate	<ul style="list-style-type: none"> If you need a certificate to be re-printed and sent via post. Digital certificates re-issued will not cost 	\$20
Recognition of prior learning (RPL)	<ul style="list-style-type: none"> Application fee \$250 (to determine if RPL is suitable for you and provide a briefing of how the process works) \$400 per unit of competency \$100 per hour if additional assessment is required due to gaps in evidence provided 	\$250 Application \$400 per unit of competency
Postage & Handling	<ul style="list-style-type: none"> Student requests addition materials to be posted 	\$25
External Appeals	<ul style="list-style-type: none"> see student handbook 	
Reassessment Fees		
Scheduled Support Session (SSS)	<ul style="list-style-type: none"> 1 hour theory block 	\$100
Practical Skills	<ul style="list-style-type: none"> Delivered as part of a class or individually depending on trainer and assessor availability 	\$300
Practical Placement Visit	<ul style="list-style-type: none"> Per practical placement visit This fee will be charged if you miss your scheduled visit and fail to notify the trainer within the designated timeframe 	\$300
Academic Misconduct – Reassessment fee	<ul style="list-style-type: none"> As per the academic misconduct policy – aligns with your 2nd warning Fee payable before reassessment can be undertaken 	\$100
Other Fees & Charges	SIU 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: room hire fees, interpreters, travel and accommodation charges, increased rates – should groups decrease in size, one-one tutoring services, other educational support services.	

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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 demonstrates the required competencies, and is within qualification duration timeframes.