



Fees & CHARGES

BSB30215 CERTIFICATE III IN CUSTOMER ENGAGEMENT

Jobs & Skills WA will guarantee eligible students a subsidised training place in State priority courses. It's a new way to ensure more people are better equipped with the skills WA needs. Funding is available for Certificate III in Customer Engagement under the WA General Industry Training (GIT) program.

WHO IS ELIGIBLE?

You are eligible for a guaranteed training place if you have left school and are:

- an Australian citizen; OR
- a permanent visa holder; OR
- a holder of visa subclass 309, 820 or 826; OR
- a dependent or spouse of the primary holder of a visa subclass 457
- must be at least 15 years old;
- If under 18 years of age, you must have a Department of Education (DoE) Notice of Arrangement (please contact our office for further information regarding this requirement)

UNDER JOBS & SKILLS WA:

- There is no upper age limit
- There are no restrictions based on your previous level of awarded qualification; however you will need to meet any course entry requirements

HOW MANY COURSES CAN AN ELIGIBLE INDIVIDUAL DO?

Students in all equity groups, but not jobseekers; may on completion of one qualification; enrol in a second qualification at the same or a higher level. Students who fail to complete one qualification may enrol in a second qualification with the prior approval via Arrow Training Services.

PROOF OF ELIGIBILITY

For proof of eligibility you will need to provide prior to the commencement of training, evidence of citizenship or residency. Evidence could include:

- an Australian birth certificate; or
- a current Australian passport; or
- a current New Zealand passport; or
- a Naturalisation certificate; or
- a green Medicare card

HOW MUCH WILL I PAY?

COURSE TYPE	FUNDING	ENROLMENT CATEGORY	FEE RATE	TUITION FEE
BSB30215 Certificate III in Customer Engagement	General Industry Training (GIT)	Non-concession	\$4.88	\$1,732.40
		Concession	\$1.47	\$521.85
BSB30215 Certificate III in Customer Engagement	Apprenticeship/ Traineeship*	Non-concession	\$3.25	\$1,153.75
		Concession	\$0.97	\$344.35
		Fee For Service	-	\$3000.00

The student tuition fees are indicative only and are subject to change given individual circumstances at enrolment. Additional fees may apply such as student services and resource fees

*excludes existing worker traineeships

For secondary school aged persons not enrolled at school, the maximum course fee chargeable in 2018 is \$420. The maximum is the total fee for all courses the student is enrolled in.

HOW DO I QUALIFY FOR CONCESSION?

The following students are entitled to the concession rate on course fees:

- a) Persons and dependants of persons holding:
 - i. a Pensioner Concession Card; or
 - ii. a Repatriation Health Benefits Card issued by the Department of Veterans' Affairs; or
 - iii. a Health Care Card
- b) Persons and dependants of persons in receipt of AUSTUDY or ABSTUDY
- c) Persons and dependants of persons in receipt of the Youth Allowance
- d) Persons and dependants of persons who are inmates of a custodial institution
- e) Secondary school aged persons, not enrolled in school.

Proof of eligibility for concession must be demonstrated prior to the commencement of training. If the concession is valid for the full enrolment period, then all eligible units commenced within that period attract the concession rate. If the concession is valid for part of the enrolment period, then only eligible units commenced on or after the start date and prior to the expiry of the concession attract the concession rate.

PAYMENT OPTIONS

On enrolment, students will take up one of the following payment options:

- pay the full amount of fees and charges;
- pay fee by instalment;
- make application on the grounds of severe financial hardship for fees and charges to be waived

Students who fail to take up one of the above options will not be enrolled into the course.

INSTALMENT PAYMENTS

Arrow Training Services can offer you a payment option that allows you to pay your tuition fee in instalments.

Students are given a minimum of eight weeks from the commencement of training to finalise payment, when paying by instalment.

NOTE: Students, who fall behind in their payments, will not be enrolled into additional units unless appropriate arrangements have been agreed to by both the student and Arrow Training Services to pay the amount outstanding.

FEE WAIVER

Arrow Training Services may waive all fees and charges for students that they assess as being in severe financial hardship

Whether a student is in severe financial hardship is to be determined on a case by case basis by Arrow Training Services.

To apply for a fee waiver, please contact our office for further information. Students will be advised of the decision outcome.

REFUND POLICY

Students must advise in writing of their intention to withdraw from training. This is necessary to ensure they are eligible for refunds. Requests for refunds must be lodged within two weeks of the official withdrawal date.

FULL REFUNDS:

Students who withdraw are entitled to a full of the applicable course fee, resources fee and other fees where:

- a unit is cancelled or re-scheduled to a time unsuitable to the student; or
- a student is not given a place due to maximum number of places being reached

The State Manager can approve a full refund of fees at any time during delivery if a class is cancelled because of declining student numbers, no available trainer/assessor, or due to other circumstances caused by Arrow Training Services.

PART REFUNDS:

Students who withdraw for reasons other than those outlined above, and who lodge a withdrawal form before 20% of the way between the commencement and completion dates for the unit will be eligible for a full refund of the course fee for the unit, and:

- a full refund of the resource fee if the course is a Diploma or Advanced Diploma course; or
- 50% of the resource fee if the course is below Diploma level.

PRO-RATA REFUNDS:

Arrow Training Services can approve a pro rata refund of fees and charges at any time during the course of delivery if students withdraw for reasons of personal circumstances beyond their control.

For example:

- serious illness resulting in extended absence from classes;
- injury or disability that prevents the student from completing their program of study; or
- other exceptional reasons at the discretion of Arrow training Services

In all cases, relevant documentary evidence (for example, medical certificate) is required.

For more information, give us a call at
1300 737 977