

# Statement of fees



Material costs **must** be paid prior to commencing studies and/or practical training. If eligible for a government funded position under 'Skills First' the Victorian government may contribute a dollar amount per nominal hour of your course. This amount is paid directly to the training organisation to cover a portion of costs associated with training. Nationally Recognised training is GST free. All of Serve It Up courses are conducted via face-to-face training sessions in a scheduled class; timetables can be requested from the office prior to enrolment. We do not allow distance training. Attendance is required for all courses. Training is conducted 62-64 Little Latrobe Street, 617 Spencer Street or at your employers venue. The head office is located at U39, 617-643 Spencer Street West Melbourne, 3003. 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. If a government funded student is completing a funded dual qualification the enrolment tuition fees and material fees may not be charged. At the CEOs discretion fees can be waived for any student, prior to, during or post training and assessment. \*Prices may differ for workplace based training, traineeships and employees/employers.

Course *Indicates course has been superseded	Tuition Fee Type	Amount	Materials Inc GST	TOTAL	Practical experience required	Mode of delivery	Av Hours (Includes self-paced and work placement) & expected duration	Max possible Gov't contribution to course
[SIT30616] Certificate III Hospitality	Fee For Service	\$2200	\$0	<b>\$2200</b>	✓	Face-to-face classes Hrs 36 shifts in a hospitality workplace	552Hrs 3-8 months	552 hrs @ \$3 p/hr *Traineeships \$8.50
	Gov. Funded	\$1400	\$0	<b>\$1400</b>				
	Concession	\$280	\$0	<b>\$280</b>				
<b>Traineeship</b> [SIT30616] Certificate III Hospitality <i>*Minimum group numbers apply</i>	Gov. Funded	\$0	\$0	<b>\$0</b>	✓	Face-to-face classes 36 shifts in a hospitality workplace	760 Hrs 10 months	870 hrs @ \$6 p/hr
	Concession	\$0	\$0	<b>\$0</b>				
[SIT40416] Certificate IV in Hospitality	Fee For Service	\$2000	\$0	<b>\$2000</b>	✓	Face-to-face classes 36 shifts in a hospitality workplace	560 Hrs 6 months	Leadership & Management 540 @ \$6.50 p/hr
	Gov. Funded	\$0	\$0	<b>\$0</b>				
	Concession	\$0	\$0	<b>\$0</b>				
[BSB42015] Certificate IV in Leadership and Management	Fee For Service	\$2,500	\$0	<b>\$2,500</b>	✓	Face-to-face classes	12 months (560 + 680 Hrs)	Leadership & Management 540 @ \$6.50 p/hr
	Gov. Funded	\$0	\$0	<b>\$0</b>				
<b>Dual Qualification</b> [BSB42015] Certificate IV in Leadership and Management [SIT40416] Certificate IV in Hospitality	Gov. Funded for both qualifications	\$0	\$0	<b>\$0</b>	✓	Face-to-face classes	12 months (560 + 680 Hrs)	Hospitality 870 hrs @ \$6 p/hr
	Fee for service both qualifications	\$4500	\$0	<b>\$4500</b>	✓	36 shifts in a hospitality workplace		
[BSB51915] Diploma of Leadership and Management	Fee For Service	\$4000	\$100	<b>\$4100</b>	Government Funding not available for this course at SIU	Face-to-face classes	730 Hrs 6-24 months	NA
	Government Funding not available for this course at SIU							
[BSB30715] Certificate III Work Health safety	Fee For Service	\$2,200	\$0	<b>\$2,200</b>	Government Funding not available for this course at SIU	Face-to-face classes	340 Hrs 4-12 months	NA
	Government Funding not available for this course at SIU							
[BSB41415] Certificate IV Work Health Safety	Fee For Service	\$2,900	\$0	<b>\$2,900</b>	Government Funding not available for this course at SIU	Face-to-face classes	415 Hrs 6-12 months	NA
	Government Funding not available for this course at SIU							

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Individual Units & Short Courses All are Face-to-face classes	Full Fee	Currency	<b>Enrolling in Victorian Government Funded Courses:</b> If you are enrolling in a Government Funded course, please be aware: <ul style="list-style-type: none"> <li>You can begin up to two Government subsidised courses in one year (including Foundation Skills Courses). This includes courses at other training providers.</li> <li>You can do up to two government subsidised courses at the same time. (These limits may not apply to Apprenticeships.)</li> <li>You can begin up to two Government subsidised courses at the same qualification level (other than Foundation Skills) in your lifetime, regardless of whether you complete them. There is no lifetime limit on the number of Foundation Skills courses you can begin.</li> </ul> Other eligibility criteria may also apply. You can check your eligibility via the Victorian Skills Gateway website.  <b>Referral Discount - 20% of the stated fees:</b> If you are not eligible for a funded course, but have been referred by one of our approved referral partners you may entitled to receive a discount course fee, equivalent to 20% of the total courses fees stated. Payment must be commenced with the first 2 weeks and no certificates will be released until full payment is made. For example, Cert IV Hospitality will be \$400, or the Dual qualification will be \$900 (\$400 + \$450).
[HLTAID003] Apply First Aid (including HLTAID001)	\$110	Current	
[HLTAID001] Perform CPR	\$50	Current	
*[SITHFAB002] Provide responsible service of alcohol RSA Certificate (or \$80 if completing RSA and RSF paid at first session)	\$50	Current	
*[SITXFSA001] Follow workplace hygiene procedures Food Handlers Certificate – Level 1 (or \$80 if completing RSA and RSF paid at first session)	\$50	Current	
*[SITXFSA002] Participate in safe food handling practices Food Safety Supervisors Certificate – Level 2	\$150	Current	
<b>Hospitality Crash Course</b>	\$695	Current	
<b>Material Fees &amp; Second hand books</b> A student may choose to independently purchase or borrow equivalent materials/textbooks from an alternative source, however if they are a requirements of the course the student must show evidence of having purchased/obtained those resources and the ability to access those resources for the length of the course. If available students can purchase a second hand book from the book shop at Serve It Up Head Office (U39, 617-643 Spencer Street West Melbourne, 3003) for 50% of the set material fee. Students may return their book to Serve It Up bookshop at the end of the course and get a 50% reimbursement on the cost (what they paid) of the resource, providing they have their original Serve It Up issued tax receipt and the resource is in good condition.  <b>Reassessment Fees</b> 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. <ul style="list-style-type: none"> <li>Hourly reassessment fee for oral questioning may be charged at \$60 per hour required</li> <li>Reassessment for Theory Assessments may be charged at \$100 per assessment.</li> <li>Reassessment for Practical Assessment may be charged at \$200 per assessment.</li> <li>Reassessment for a Practical Placement Visits may be charges at \$200 per visit required to the workplace</li> <li>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 \$50.00 administration Fee for rebooking the session.</li> <li>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.</li> <li>Reassessment fees are GST Free</li> </ul>			<b>Other Fees and Charges:</b> <ul style="list-style-type: none"> <li>Postage of books after purchase, if not picking up from the head office book shop \$12 within Victoria.</li> <li>Recognition of Prior Learning (RPL) - \$250 application and assessment fee. Each additional hour of assessment \$60</li> <li>Replacement certification fee: \$20</li> <li>Concession fee /discount is 20% of the standard fee for a government subsidized student enrolled in an eligible qualification.</li> <li>External Appeals – see student handbook</li> </ul> Fees are subject to change based on market conditions, individual student circumstances and changes to Government funding. 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) <b>prior</b> to enrolment. Such charges could include, but are not limited to: <ul style="list-style-type: none"> <li>Room hire fees</li> <li>Interpreters</li> <li>Travel and accommodation charges</li> <li>Increased rates – should groups decrease in size</li> <li>One-one tutoring services</li> <li>Other educational support services</li> </ul> <b>Group Bookings for short courses (\$300 deposit)</b> 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 payment made.

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### Fees in Advance

Serve It Up does not accept payment of more than \$1000 from each individual student prior to the commencement of the course. Following course commencement. Students can be provided with payment plans, which distribute fees over the period of their enrolment. Following course commencement, Serve It Up may require payment of additional fees in advance from the student but only such that at any given time, the total amount required to be paid which is attributable to tuition or other services yet to be delivered to the student does not exceed \$1,500.

### Refund/withdrawal from course

Serve It Up can guarantee that we will endeavour to complete the training and/or assessment once the student has commenced study in their chosen qualification or course to the best of our ability. No refunds are generally provided for training that has already been delivered. If Serve It Up cancels a course, a refund of all fees is paid to the student or client, unless satisfactory alternative arrangements can be made. 'Applications to withdraw from studies' requests received up to 10 working days prior to commencement of a course will be approved and a full refund, minus \$50 to cover administration costs, will be paid. Cancellation/withdrawal requests received less than 10 working days prior to the commencement of, or after the commencement of, a course will not be accepted and no refund will be paid. Cancellations/withdrawal will only be accepted if they are received in writing via email, fax, and post or by hand delivery. If a refund is approved because a class was badly conducted or a trainer has not met expectations, and the student has attended at least two (2) classes, a full refund will be made. If a student attends at least 1 class and then requests a refund on grounds other than class conduct, no refund will be made. At the discretion of the CEO, additional refunds requests can be processed.

### 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 student has attended required classes and is within qualification duration timeframes.

### Payment Plan

Are available for any course fees over \$150, with a minimum fortnightly debit of \$20. Payment plans must be completed prior to course commencement, the first payment will be deducted on the first Thursday after your first day of training. The payment plan cannot extend past your last class delivery date. Payment plans will have fortnightly deductions. If a direct debit/payment plan bounces, you must arrange to have the payment reimbursed within 7 days. You cannot commence training unless you have paid fees or completed an lodged a payment plan.

### Workplace based training and traineeships

Due to the increased cost of delivering training in the workplace SIU will charge the employer a set amount dependent on the specific workplace needs and number of employees to be trained. This cost will be provided to the employer in their contract and pre-training review prior to commencing any workplace based training and traineeships.

### Specific Training & Assessment Details

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
- Any work placement arrangements

***We cannot guarantee employment!***

### Payment Options

#### Internet Banking

If transferring money from your bank account to ours, please deposit your fees with your full name.

Account name: **Serve It Up Training Pty Ltd**

Bank: **ANZ**

BSB: **013 395**

Account number: **276818452**

Reference: ***YOUR INVOICE NUMBER***

Please be sure to notify [finance@serveitup.com.au](mailto:finance@serveitup.com.au) when you have made a bank transfer.

**Online** – via the links on our website, these links can also be emailed to you. Payment made on completion of the enrolment form. Government funded students will need to complete a Pre-training review prior to the enrolment & payment links being sent.

**Cash** - There is more personal risk to you should you choose to carry large amounts of cash. If you still wish to pay cash you can do so from a ANZ Bank and ask for them to deposit the cash directly into our account mentioned above. Please note that your name must be submitted with the payment so we know it belongs to you.

**Direct Debit** - Use the payment plan form below. Please note that we will only take out the funds as per your payment plan on the dates agreed upon. Serve It Up will not withdraw money any other time unless requested by the card or account holder. If at any time you wish to cancel this option please let Serve It Up know.

**Credit Card** - We have a fast pay facility that allows us to swipe credit cards and use the fast pay app on our mobile phone. Credit card payments cannot be made over the phone, only in person. Our office is open Monday to Friday from 9am – 5pm to make payments.



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## DIRECT DEBIT REQUEST – Payment Plans

**COMPANY NAME:** Serve It Up Training Pty Ltd

**ADDRESS:** U39, 617-643 Spencer Street West Melbourne, 3003

**PHONE:** 1300 555 748

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### Request and Authority to debit the account named below to pay

**Serve It Up Training Pty Ltd**

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#### Request and Authority to debit

Your Surname or company name \_\_\_\_\_

Your Given names or ABN /ARBN \_\_\_\_\_ "You"

request and authorise Serve It Up Training Pty Ltd 492793 to arrange, through its own financial institution, a debit to Your nominated account any amount Serve It Up Training Pty Ltd, has deemed payable by You. This debit or charge will be made through the Bulk Electronic Clearing System (BECS) from Your account held at the financial institution You have nominated below and will be subject to the terms and conditions of the Direct Debit Request Service Agreement.

#### The name and address of financial institution at which account is held

Financial institution name

**Serve It Up Training Pty Ltd**

Address

**U39, 617-643 Spencer Street West Melbourne, 3003**

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#### Insert details of account to be Debited

Name/s on account \_\_\_\_\_

BSB number (Must be 6 Digits) \_\_\_\_ - \_\_\_\_ Account number \_\_\_\_\_

#### Acknowledgment

Fortnightly Intervals of payments will be:

- Certificate IV Hospitality (\$400 – over 10 fortnights \$40 per fortnight)
- Dual Qualification (\$900 – over 15 fortnights \$60 per fortnight)

The first payment will be deducted on the first Thursday after your first day of training.

By signing and/or providing us with a valid instruction in respect to Your Direct Debit Request, You have understood and agreed to the terms and conditions governing the debit arrangements between You and Serve It Up Training Pty Ltd as set out in this Request and in Your Direct Debit Request Service Agreement

#### Insert Your signature and address

Signature \_\_\_\_\_

(If signing for a company, sign and print full name and capacity for signing eg. director)

Address \_\_\_\_\_

Date \_\_\_\_ / \_\_\_\_ / \_\_\_\_

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#### Second account signatory

(if required)

Signature \_\_\_\_\_

(If signing for a company, sign and print full name and capacity for signing eg. director)

Address \_\_\_\_\_

Date \_\_\_\_ / \_\_\_\_ / \_\_\_\_