

COMPLETE QUALIFICATIONS

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Schedule of Fees and Charges

2022

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Complete Qualifications is an ASQA Registered Training Organisation and operates in accordance with applicable legislation and the Standards for NVR Registered Training Organisations. TAE Institute is entitled to charge fees for services provided to participants undertaking a course of study. These fees are for items such as course materials, administrative support, student services and training and assessment services. We review our fees schedule regularly and endeavour to keep the cost of training down.

When and how do I pay?

The deposit for fees are payable when you receive your confirmation of enrolment and invoice for the deposit. Deposits must be paid in full within seven days of receiving notification from Complete Qualifications. Outstanding balances are payable during the workshops. We may cancel an enrolment or discontinue training if fees are not paid as required. Payment methods include direct deposit, cheque or credit card via PayPal.

Can I get a refund?

Yes - If you give notice to cancel your enrolment more than 10 business days prior to the commencement of a program you will be entitled to a full (100%) refund of fees paid.

If you give notice to cancel your enrolment less than 10 business days prior to the commencement of a scheduled program you will be entitled to a 75% refund of fees paid. The amount retained (25%) by Complete Qualifications is required to cover the costs of staff and resources which will have already been committed based on your initial intention to undertake the training.

If you give notice to cancel your enrolment after a training program has already commenced, you will not be entitled to a refund of fees paid. Discretion may be exercised by the Chief Executive Officer if there is extenuating or significant personal circumstance that led to your withdrawal.

How do I get a refund?

Written notice may be in the form of an email or letter. Where refunds are approved, the refund payment will be paid via electronic funds transfer using the authorised bank account nominated by you. This payment will be made within 14 days from the time you gave written notice to cancel your enrolment.

Are my fees protected in case I need a refund?

Yes - Complete Qualifications acknowledges that it has a responsibility to protect the fees paid by participants. To meet this responsibility, the initial payment to confirm a participant's enrolment (prior to commencement) will not exceed \$1,000.00. The subsequent payments are based on the costs of your training and assessment which is yet to be delivered and will be required to be made after the course has commenced. These subsequent payments must not exceed \$1,500.00. These arrangements comply with government regulatory requirements and are aimed at protecting the participant as a consumer.

Do I pay GST in my tuition fees?

No - GST is exempt under section 38-85 GSTR 2003/1 Goods and Services Tax, tax ruling. The ruling explains the supply of a course for 'professional or trade course' is a GST-free education course.

Our guarantee

If for any reason the Complete Qualifications is unable to fulfil its service agreement with a participant, Complete Qualifications must refund the total fees paid by the participant.

Complete Qualifications is committed to deliver quality training and assessment and will work with participants who require individual assistance to successfully complete the training program.

Further Information

Please refer to the Participant Handbook for further information on all participant rights and obligations.

To obtain a refund you are required to give written notice to cancel your enrolment and complete a Refund Request Form available on request.

The Course Brochure also contains detailed information about the course being offered and should be read in conjunction with this schedule of fees and charges.

Schedule of Fees and Charges

Training Programs	Fee
Certificate of Registration-Assistant Agent NSW	\$590.00
CPP41419 Certificate IV in Real Estate Practice-NSW	\$1500.00
CPP41419 Certificate IV in Real Estate Practice-VIC	\$1500.00
Assistant Agents CPD 2022-2023	\$159.00
CPD Class 1 Agent - 9 hours - Real Estate (2022-2023)	\$199.00
CPD Class 2 Agent - 6 hours - Real Estate (2022-2023)	\$159.00
Certificate IV in Finance and Mortgage Broking (FNS40821)	\$990.00
Owner builder license	\$185.00
<ul style="list-style-type: none"> - 1st Payment (Deposit) – A deposit of \$195.00 is payable when registering for each workshop - 2nd Payment – Outstanding balance is payable on first day of each workshop 	

Note.

- RPL fees will be charged at a rate of \$300.00 per unit of competence.
- Complete Qualifications payment terms are seven days.
- The fee structure described above is designed to limit the amount paid by participants upfront and is structured to collect fees as the course progresses.
- Participants have a maximum of six months after attending the course to complete and submit their portfolio of evidence, a fee will be charged for assessing a portfolio after the six months have expired (see table below for charges).
- Certificates will only be issued when all monies are paid.

Miscellaneous Charges

Re-issuing a certificate, qualification or statement of attainment	\$35.00
Replacement of issued learning material	\$50.00
Replacement of text	At cost
Re-assessment fee	\$300.00
Marking a portfolio after the six-month timeframe for submitting the portfolio has expired. Charged per month or part thereof after deadline.	\$100.00 p/month

Note: Participants will be offered three (3) assessment opportunities during a normal training program for each assessment event. The re-assessment fee will only apply if the participant chooses to persist in order to demonstrate competence and complete the qualification. The re-assessment service includes individual re-training to prepare the participant for the re-assessment.