

Understanding your tuition fees and refunds

Concession card holders

The Concession tuition fee amount is applicable to our Certificate III and IV courses, for students who meet the eligibility criteria for the government Victorian Skills First funding program, and **ALSO** hold one of the following:

- Commonwealth Health Care Card
- Pensioner Concession Card
- Any dependent spouse or dependent child of one of the above cardholders
- Veterans Gold Card

Concession card holders, who meet the specified requirements, will pay 20% of our published standard Tuition Fees. In order to claim a concession for your Tuition fees in our Certificate III and IV courses, a valid concession card must be presented and a copy provided at the time you enrol. Concession will apply for the full duration of the course, once presented. If you are unable to present a valid concession card at the time of enrolment, the standard Government funded fees level will apply for eligible candidates (Category 1). Students who do not meet the eligibility criteria for Victorian Skills First funding, will be charged the Fee for Service rate (Category 3). Field are required to retain a copy of your concession card.

¹ **IMPORTANT:** *The concession tuition fee for BSB51915 Diploma of Management only applies to a student who self-identifies as being of Aboriginal or Torres Strait Islander descent.*

² **Indigenous Completions Initiative** - Students who self-identify as being of Aboriginal or Torres Strait Islander descent when applying to enrol in our Certificate III, IV **OR** Diploma qualifications and who also meet the eligibility criteria for the Victorian Skills First Funding Program, will automatically be charged the concession tuition fee amount. This rule forms part of the Victorian Department of Education's - Skills First Funding Contract, *Indigenous Completions Initiative*.

How do I know how much my course will cost?

Prior to enrolling into a course with Field, we will first check to see if you are eligible to have your training subsidised under the 2017 Skills First Funding program – as eligibility can affect the amount you will pay for your course. Once your eligibility is determined, we will provide you with a **personalised** Statement of Fees that comprehensively details your tuition fees and other important information relevant to your training program. You will be provided with a copy of this document should you choose to go ahead with your enrolment and will be required to sign and date your Statement of Fees as acknowledgement that you accept, understand and agree to pay all of your fees.

IMPORTANT: *The amount payable on your Statement of Fees **will not include** Items 1 to 5 as listed on our Additional Fees & Charges. Please read all information on our Additional Fees & Charges page.*

Can I pay my fees in instalments?

Yes! You may enter into a payment plan in order to pay off your tuition fees including any other fees and charges applicable to your training program. The amount and frequency of payments will depend on the amount payable for the course and the length of the course.

How do I enter into an instalment arrangement for my fees?

Before you even complete an enrolment form, we will give you a personalised statement of fees/quotation which will detail the cost of the course you want to enrol into. At this point, you can choose from 1 of 3 payment plan options that works for you. Approximately 7-10 days after your course commences, you will receive our invoice with confirmation of your payment plan. Note: If you are experiencing financial hardship we ask that you call Field on **1300 360 185** or email info@field.org.au and we will endeavour to work out a periodic payment amount and schedule that works for you. All discussions we have with you pertaining to your payment plan remain strictly confidential at all times.

How do I pay my fees?

You can pay your fees via Electronic Funds Transfer (EFT) or Credit/Debit card. If you don't have access to internet banking or a smart phone with banking apps, you can ring our office and we can easily take payments over the phone. You can also call in and see us at our head office and make a payment using our EFTPOS machine.

When do I receive my certificate?

All of your tuition fees and other charges must be paid in full before Field will issue you with your Certificate or Statement of Attainment. We can email you a PDF which is free OR you can request a printed Certificate or Statement of Attainment which you can pick up from our office by appointment only, OR we can mail it to you via Express post – please see the **Additional Fees & Charges** information for the costs associated with printing and mailing of certificates.

Refunds

How do I apply for a refund?

To apply for a refund, you must complete and submit a **Refund Request Form** which can be downloaded from our website. Refunds are paid direct to your nominated bank account (unless an employer is paying for your tuition fees). [CLICK HERE](#) to be directed to Field's Student Information Page where you will be able to download the **Refund Request Form**. You can email your completed form to info@field.org.au or deliver it to our head office. Refunds can take up to 4 weeks to be processed from the date your completed form is received by our office.

The table below details when you may be entitled to a refund:

For students enrolled in a qualification	
Refund reason	Type of refund
If you withdraw your enrolment after you have already attended face to face training and you have made payments	Partial refund - your tuition fee and student materials fee will be adjusted to the fee payable for each of the units that you commenced prior to the date you withdraw
If your course is cancelled by Field after you have already attended your first class	Partial refund - your tuition fee and student materials fee will be adjusted to the fee payable for each of the units that you commenced prior to the date you withdraw
For students enrolled in a short course	
If you cancel your booking within 5 or less business days before the first day of the course	No refund
If you don't turn up to your short course	No refund
If your short course is cancelled by Field	Full refund
For group booking customers only	
If you cancel your group booking within 5 or less business days before the first day of the course	No refund of deposit
If one or more of your booked participants does not turn up to the short course	No refund of deposit
If the short course is cancelled by Field	Full refund of deposit