

Course Fees

Payments

All course fees are to be made prior to commencing a course.

Course fees can be paid by the below payment methods:

In Person

Payment can be made by Cash, Cheque or EFTPos at our Customer Service Centre

Phone

Payment can be made by EFTPOS by phoning our Customer Service Centre on 9583 0095

Direct Bank Transfer

Payments can be transferred directly into the Cheltenham Community Centre's bank account.

Bank Account - Cheltenham Community Centre

Bank - ANZ

BSB - 013 - 483

Account No. - 2994 35526

Reference - Use Invoice No. or Surname

Government Funded Courses

Eligibility

Students will be asked to provide evidence of eligibility for a Government Funded Course.

To be eligible, students must be a permanent Australian Resident, Australian Citizen or on an approved Visa.

Students who are ineligible for Government Funding can enrol but will be required to pay full price fees.

Concession

Students who hold a current *Commonwealth Health Care Card*, *Pensioner Concession Card* or *Veteran's Gold Card* qualify for a concession rate.

Please note:

- A Senior's Card is not an approved concession card
- The concession rate cannot be claimed where course costs are being paid by a Third Party.

Adult Migrant English Program

Migrants and humanitarian entrants may be eligible for free classes through the Adult Migrant English Program (AMEP). This program allows a student to study up to 510 hours part-time at the Cheltenham Community Centre.

A student may be eligible for AMEP, if they are a permanent resident of Australia or hold an eligible temporary visa.

In addition, the student must meet the following time frames from the date of their visa commencement or arrival in Australia to remain eligible:

- register with an AMEP service provider within six months (or 12 months if they are under 18 years of age at the time of registration)
- commence their tuition within 12 months
- complete their tuition within five years.

A student can find out if they are eligible or to register for the program by contacting Customer Service at the Cheltenham Community Centre on 9583 0095.

Cancellations & Refunds

If a student withdraws from a course 5 working days prior to the course commencement date, a full refund will be given (less a \$25 Administration fee, which will be deducted from the refund).

No refund will be given once a course has commenced, unless a student can provide evidence for the withdrawal (such as *medical reasons, personal problems, personal loss*). In this case, a refund will be calculated on a pro rata basis.

If a course is cancelled by the Cheltenham Community Centre, a full refund will be given.

Hardship Provisions

If a student is facing financial hardship, a provision will be made for fees to be paid in instalments. Applications for financial hardship can be made to the Adult Education Co-ordinator and will be determined on a case by case basis.