

30. STUDENTS FEES & REFUND POLICY

Fees Charges

This policy outlines how our RTO – GTPS manages fees and refunds. The policy is guided by AQTF condition 5, option 3 and the current year guidelines about fees for the Skills First Program

Scope

This policy covers all fees paid to and refunds provided by GTPS and the statement of fees requirements for the current year.

Definitions

- **Fees** refer to any monies paid by students for training and assessment services
- **Refunds** refer to any monies paid back to students who withdraw or cancel their enrolment, or in instances where GTPS cancels a course.

Policy

- Prior to enrolment all students are provided with information on all fees payable and payment options as well as the statement of fees which includes code title and currency of the training product, training and related assessments, course locations, delivery mode, placement requirements and course durations
- Tuition fees are payable when a student's enrolment is confirmed
- Maximum tuition fee GTPS may require any student to pay upfront is \$ 600.
- Thereafter fee payments will be no greater than \$ 1500 in any one instalment
- Payment plan can be negotiated on an individual basis.
- Tuition fees due must be paid as per an agreed payment plan entered during enrolment
- Students are encouraged to consult with GTPS manager should they be unable to comply with the payment plan during their course
- Issuance of qualifications or statement of attainment is withheld until all owed fees are paid.

Fees and refund policy

This policy is available at RTO's website www.guidestartraining.com.au, in the Student Agreement form and in the Student Information Booklet (SIB)

Fee Determination

Fees for government funded courses are guided by the Ministerial Directions and GTPS will adhere to the requirements set out in current year SKILLS FIRST guidelines about fees as updated and issued by the Department from time to time.

GTPS also adheres to any subsequent relevant requirements set out in

- (a) Contract Notifications and
- (b) Orders or regulations pursuant to the Act or the National Act with respect to the amount, imposition and collection of tuition fees and other fees for government subsidised training and financial and accountability requirements with regards to student fees (Fee Requirements) as if they were set out in the current VET Funding Contract.

Fees for self-funded courses will be set by the GTPS Management Board. Such fees are considered fair and reasonable considering industry averages and recommended course charges, depth of knowledge and skills requirements, resource development and use, trainer charges and administrative costs. GTPS operates in a competitive environment and our fees and charges will reflect that reality

Non-Refundable Registration fee for all students:

Both Government-funded and Self-Funded Students enrolling at GTPS are required to pay a non-refundable registration fee of **\$ 50** upon which they get issued with a Student Pack.

Withdrawal, Course Cancellations, Fee Transfers and Refunds

- If GTPS cancels any course all tuition fees paid will be refunded 100% unless the student wishes to transfer the fee to another of GTPS courses. No Enrolment fee will be applicable for such transfer. The student will consent in writing for the transfer of the fee to occur
- Any student who has paid in advance for a Short Course (below \$ 600) and cannot attend has an option of receiving a full refund or transfer the fee paid to the next available course
- All students who intend to withdraw from any Qualification **MUST** put the request in writing and sign the GTPS Withdrawal Request Form.
- Withdrawal prior to a qualification commencement will be acknowledged, and any tuition fees paid will be refundable a 100% less the **\$ 50** non- refundable registration fee.
- Once training for any qualification has commenced and a student decides to withdraw, all fees owed to GTPS at the time of withdrawal **MUST** be paid in full within a 14 days' period and no payment plan will apply. Calculation formula to determine the fee amount owing at time of withdrawal will be:
Course Tuition Fee (e.g. \$ 2000) divided by Course Duration (e.g. 24 weeks) = \$ 83 per every week of training covered at time of withdrawal
- Full tuition fees is payable to GTPS if any Student who has an extended study duration for any qualification decides to withdraw.

Payments

- All GTPS **Short Courses** Fee of less than \$ 600, must be paid prior to the Short Course commencement or on the day of the course.
- All Self-Funded Students completing any GTPS qualification will be required to pay **\$ 600 prior** to course commencement and thereafter enter a **payment plan** for the fee balance. The fee balance payments will be no greater than \$ 1500 in any one instalment

Statement of Fees for the Current Year.

Please note the following:

- **Delivery method** for all GTPS courses is face to face unless unforeseen circumstances dictate an alternative method of delivery so as not to disadvantage a student. This would have to be discussed expressly with the Operations manager and be mutually agreed with the affected learner
- All our qualifications are current in the **training packages** i.e. CHC Release 2.0 (06/08/2015) and HLT Release 3.1 (16/Jun/2016)
- Our course(s) **location is** St. Albans. Specific Addresses in Training Plans.
- Our **support** to the students includes referrals as required, flexible learning, bilingual support/trainer as is possible, manned student support room, one-on-one support days,

equipment, alternatively formatted resources, cultural considerations, disability support, varied assessment and training methods, supportive students' policies, work placement etc

- Theory **assessments** incorporate short questions, research, scenario's, case studies and simulations. All theory is followed by placement hours as required. See table below.

**Fees and Charges, Duration & Placement requirements –
See Tabulated Information below**

Course Details	Description	Government Funded Students		Self-Funded Students	Placement requirements	Duration in months
		Concession Holders	Non-Concession Holders			
CHC33015 Certificate III in Individual Support	Non-Refundable Enrolment Fee	\$ 50	\$ 50	\$ 50	120 hours in an Aged Care Facility	(i) Intensive Prog – 6 (ii) Standard Prog -12
	Tuition	\$ 20	\$ 100	\$ 1,800		
	Nominal Hours	735				
	Indicative fee per hour	\$ 0.14		\$ 2.45		
	*Estimated value of Govt Contribution	\$ 6,000		N/A		
HLT33115 Certificate III in Health Services Assistance	Non-Refundable Enrolment Fee	\$ 50	\$ 50	\$ 50	80 hours in a Health Care institution or organisation	(i) Intensive Prog – 6 (ii) Standard Prog -12
	Tuition	\$ 20	\$ 100	\$ 1,900		
	Nominal Hours	675				
	Indicative fee per hour	\$ 0.16		\$ 2.82		
	*Estimated value of Govt Contribution	\$ 6,000		N/A		
CHC43015 Certificate IV in Ageing Support	Non-Refundable Enrolment Fee	\$ 50	\$ 50	\$ 50	120 hours in an Aged Care Facility	(i) Intensive Prog – 7 (ii) Standard Prog -12
	Tuition	\$ 30	\$ 150	\$ 2,900		
	Nominal Hours	1270				
	Indicative fee per hour	0.12		\$ 2.28		
	*Estimated value of Govt Contribution	\$ 10,000		N/A		
CHC43115 Certificate IV in Disability	Non-Refundable Enrolment Fee	\$ 50	\$ 50	\$ 50	120 hours in a Disability Organisation	(i) Intensive Prog – 6 (ii) Standard Prog -12
	Tuition	\$ 30	\$ 150	\$ 2,700		
	Nominal Hours	950				
	Indicative fee per hour	\$ 0.16		\$ 2.84		
	*Estimated value of Govt Contribution	\$ 6,500		N/A		
HLT33115 & CHC33015 Dual Certificate III Courses	Non-Refundable Enrolment Fee	\$ 50	\$ 50	\$ 50	120 hours for CHC33015 80 hours for HLT33115	(i) Intensive Prog – 8 (ii) Standard Prog -15
	Tuition	\$ 40	\$ 200	\$ 2,500		
	Nominal Hours	970				
	Indicative fee per hour	\$ 0.21		\$ 2.58		
	*Estimated value of Govt Contribution	\$ 8,000		N/A		
CHC43015 & CHC43115 Dual Certificate IV Courses	Non-Refundable Enrol Fee	\$ 50	\$ 50	\$ 50	120 hours for CHC43015 120 hours for CHC43115	(i) Intensive Prog – 8 (ii) Standard Prog -15
	Tuition	\$ 40	\$ 200	\$ 3,500		
	Nominal Hours	1685				
	Indicative fee per hour	\$ 0.12		\$ 2.08		
	*Estimated value of Govt Contribution	\$ 13,000		N/A		

Please note the above are estimates only & assume no RPL is applicable to the student

OTHER FEES THAT MAY APPLY	
SHORT COURSE	CHARGES
HLTAID001 Provide Cardiopulmonary Resuscitation (CPR)	\$ 55
HLTAID003 Provide First Aid (Manual Pre- workshop coursework)	\$ 127
HLTAID003 Provide First Aid (Online Pre- workshop coursework)	\$ 110
Manual Handling Certificate of participation	\$ 50
HLTFS001 Follow Basic Food Safety Practices (Guidestar students) Discounted to	\$ 75
HLTFS001 Follow Basic Food Safety Practices – Non GTPS students - Price of any Cert III Unit as per below table	\$ 130
HLTHPS006 Assist Clients with medication (per person)	\$ 300

OTHER CHARGES THAT MAY APPLY

Description	Fee
RPL for any Certificate III unit of competency	\$100
RPL for any Certificate IV unit of competency	\$ 120
Completing any Certificate III unit of competency individually	\$ 130
Completing any Certificate IV unit of competency other than medication, individually	\$ 150
1 st and 2 nd re-assessment of a unit of competency initially assessed as “NYS”	\$ 0
3 rd and consecutive re-assessments of a unit of competency assessed as “NYS”	\$ 50
Lamination of each certificate or other personal documents (Per pocket)	\$ 2
T-Shirts for Placement (Reimbursement of costs to RTO)	\$ 20
Replacement of Lost or damaged certificate (non-RTO’s fault) for a qualification	\$ 100
Replacement of Lost or damaged certificate (non-RTO’s fault) for an SOA	\$ 50
Separate SOA for a Unit of Competency in a Qualification	\$ 100
Personal documents Photocopy per page	\$ 0.20
Registered Mail postage charges Victoria	\$ 10
Registered Mail postage charges Interstate	*TBD

*TBD – Means to be determined

Please note that

- The student tuition fees as published are subject to change given individual circumstances at enrolment.
- GTPS reserves the right to offer a discount to students based on research into client base and prevailing market rates.
- GTPS is compliant with the Equal Opportunity Act 2010 and therefore encourages all potential students to apply government funded training.
- For SKILLS FIRST eligibility, Fee Exemptions/Waiver, Concessions please consult with the attached appendix in SIB and website

PAYMENTS PLAN (IF APPLICABLE – N/A if the figure is below \$ 200)

DATE INITIAL PAY IS MADE		
INITIAL PAYMENT MADE IS		\$
BALANCE DUE FOR THE QUALIFICATION		\$
BALANCE 1 ST INSTALMENT	\$	BY END OF
BALANCE 2 ND INSTALMENT	\$	BY END OF
BALANCE 3 RD & FINAL INSTALMENT	\$	BY END OF
I agree to pay as per the plan above		
STUDENT NAME: _____		SIGN: _____
DATE: _____		
Witness RTO Representative		
NAME: _____		SIGN: _____ DATE: _____

- Please note short courses such as Manual Handling, First Aid, Anaphylaxis, Asthma, CPR, Medication etc. all fall below \$ 600 fee Category and **MUST** be paid prior to course or (if negotiated) on the day of the course (see fee and refund policy).
- Note there is no provision for more than 3 instalments

Forming part of this policy is:

(i) Fees and refund Appendix for the current year

Authorised: GTPS Executive Board Member		Date	
Approved: GTPS Executive Board Member		Date	