

FEES & REFUND POLICY 2017

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 \$ 500.
- 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 into during enrolment
- Students are encouraged to consult with GTPS administration 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 VTG 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 registration 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 \$ 500) 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 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 \$ 500, 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 \$ 500 prior to course commencement and thereafter enter into a payment plan for the fee balance. The fee 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.
- 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) **locations** are St. Albans, Lalor, Werribee and Noble Park. Specific Addresses in Training Plans, SIB and Website
- Our **support** to the students include 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.

Description	CHC33015 Certificate III in Individual Support	HLT33115 Certificate III in Health Services Assistance	CHC43015 Certificate IV in Ageing Support	CHC43115 Certificate IV in Disability	Dual Certificate III Courses	Dual Certificate IV Courses
Enrolment fee (Non-Refundable)	\$ 50	\$ 50	\$ 50	\$ 50	\$ 50	\$ 50
Government funded WITH concession	N/A \$ 50 above applies	N/A \$ 50 above applies	\$ 60 – Only \$10 if paid \$ 50 above	\$ 60 – Only \$10 if paid \$ 50 above	\$ 80 - Only \$ 30 if paid \$ 50 above	\$ 80 – Only \$ 30 if paid \$ 50 above
Government funded NO concession	\$ 250. Only \$ 200 if paid \$ 50 Enrol fee	\$ 250. Only \$ 200 if paid \$ 50 Enrol fee	\$ 300. Only \$ 250 if paid \$50 Enrol Fee	\$ 300. Only \$ 250 if paid \$50 Enrol Fee	\$ 400. Only \$ 350 if paid \$ 50 Enrol Fee	\$ 400. Only \$ 350 if paid \$ 50 Enrol Fee
Self-Funded Fee	\$ 1,700	\$ 1,800	\$ 2,700	\$ 2,700	\$ 2,200	\$ 3, 200
*Estimated value of Govt Contribution	\$ 6000	\$ 6000	\$ 10,000	\$ 6,500	\$ 8,000	\$ 13,000
Duration (I) for Intensive Program	Minimum 6 months	Minimum 6 months	6-7 months	6-7 months	N/A	N/A
Duration (II) for Standard Program	1 year	1 year	1 year	1 year	1 – 1.2 years	1 – 1.2 years
Placement requirements	120 hours in an Aged Care Facility	80 hours in a Health Care institution or organisation	120 hours in an Aged Care Facility	120 hours in a Disability Organisation	120 hours for CHC33015 80 hours for HLT33115	120 hours for CHC43015 120 hours for CHC43115

*These are estimates & assume no RPL and/or Credit Transfer is applicable to the student

SHORT COURSES

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
HLTAID004 Provide an Emergency First Aid Response in an Education and Care Setting	\$ 150
Manual Handling Certificate of participation	\$ 50
22300VIC Course in First Aid Management of Anaphylaxis	\$ 60
22024VIC Course in Emergency Management of Asthma in the Workplace	\$ 50
HLTFS001 Follow Basic Food Safety Practices (Guidestar students)	\$ 65
HLTFS001 Follow Basic Food Safety Practices – Others -Price of any Cert III as per below	\$ 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	\$ 130
Completing any Certificate IV unit of competency other than medication	\$ 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	\$ 50
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 VTG eligibility, Fee Exemptions/Waiver, Concessions please consult with the attached appendix

FEES AND REFUND APPENDIX - 2017

ELIGIBILITY & LIMITATIONS FOR GOVERNMENT FUNDING

- a) Must be an Australian Citizen or holder of a permanent resident (PR) visa or a New Zealand Citizen
- b) Must be residing in Victoria
- c) Must Enrol between January 01 of current year and 31 December of current year
- d) If over 20 years of age, you must be upskilling (meaning you cannot be funded for a qualification at the same level or higher to what you have already acquired)
- e) Limited to a maximum of 2 qualifications in a year
- f) Limited to 2 qualifications at a time (per year)
- g) Limited to maximum 2 qualifications at the same AQF level in your lifetime
- h) If you are below 20 years of age, you are exempt from upskilling requirement but must keep to the 2 same level qualifications in lifetime limit as well as maximum 2 qualifications funding limit per year per student
- i) If you have not yet completed year 10, produce correspondence or certificate signed by a Department Regional Director exempting you from school with our RTO details and course on it
- j) If have completed year 10, produce correspondence or certificate signed by the school principal confirming exemption from school with our RTO details and course on it or a completed transitioning from school from authorised by the school principal

EXEMPTIONS – UPSKILLING IF:

- You hold VCE, VCAL, IB Dip (international Baccalaureate), or other Australian Senior Secondary Certificate,
- You hold any VET certificate that is part of secondary education including apprenticeships or traineeships
- You hold a qualification listed in the foundation skill 2017 (check with GTPS staff)
- You hold a Qualification with title “course in...” no aligned to a specific AQF level
- You hold a non- Australian qualification where an equivalency has not been formally established in Australia

EXEMPTIONS - 2 IN A YEAR & 2 AT A TIME IF:

- Transitioning from a superseded qualification
- If recommencing training in the same qualification

EXEMPTIONS - 2 AT A LEVEL IF YOU:

- Have completed VCE, VCAL, IB Dip (international Baccalaureate), or other Australian Senior Secondary Certificate,
- Have completed a qualification listed in the foundation skill 2017 (check with GTPS staff)
- Any VET certificate that is part of secondary education including apprenticeships or traineeships
- Are transitioning from a superseded qualification
- Are recommencing training in the same qualification

INELIGIBLE IF:

- You are still in school
- If you hold same AQF level or higher to what you intend to enrol in
- Your Overseas Qualification has been assessed in Australia and recognised as being of the same AQF level or higher to what you want to enrol in.
- If you already have enrolled and completing or intending to complete maximum 2 courses in the same year
- Within the meaning of the Corrections Act 1986, are a prisoner held at a prison
- A person detained under the Mental Health Act 1986 or the Crimes...Act 1991
- A person detained (other than on a weekend detention) under the Children Youth and Families Act 2005 or the sentencing Act 1991 or is in remand...

EXEMPTIONS FROM ELIGIBILITY CRITERIA IF YOU:

- Are an **Asylum Seeker and Victims of Human Trafficking:**
 - ✓ Must meet all eligibility criteria except citizenship/residency and
 - ✓ Must present a Training referral form from ASRC or Red Cross)
 - ✓ Must commence training within 12 months from referral date
- Are a **Retrenched Employee from participating businesses –**
 - ✓ Must meet all eligibility criteria except upskilling requirement
 - ✓ Must present a Training Referral Letter issued by the Regional Manager, Industry Engagement or the Department
 - ✓ Must commence training within 12 months from referral date
- Are an **Automotive Supply Chain Training employee**
 - ✓ Must meet all eligibility criteria except up-skilling.
 - ✓ Must present Automotive Supply Chain Training Initiative Referral Letter issued by the Regional Manager, Industry Engagement or the Department
 - ✓ Must commence training within 12 months from referral date

EXEMPTIONS - TUITION FEE WAIVER

- If you are from Judy Lazarus Transition Centre (as a prisoner within the meaning of the Corrections Act 1986). Need to provide written communication from JLT Centre management.
- If you are required to undertake the course pursuant to a community based order made under the Children, Youth and Families Act 2005. Must provide written communication from relevant Youth Justice

APPLICABLE CONCESSIONS:

- Concession fee is 20% of the standard tuition fee
- If you had a concession card at the time of enrolment and this eligibility is lost during the course, your concession status shall not be affected
- All concession proof documents must be produced for sighting before concession rates can be granted
- Acceptable documents for concession
 - Health Care Card issued by the Commonwealth
 - Pensioner Concession Card
 - Veterans Gold Card
 - Alternative Card or Concession Eligibility criterion approved by the Minister
- Concession cards cover dependant spouse or child of a card holder
- If you are a Job Seeker referred for Training by a JSA, you need to submit the Job Seekers Referral Form so that GTPS can invoice the referring JSA for the 80% fee once you have paid the concession rate
- If you are of ATSI background, you are entitled to a concession rate