

FEES & REFUND POLICY

AVAILABLE UPON REQUEST IS ADDITIONAL INFORMATION (APPENDIX) ON ELIGIBILITY, FEE EXEMPTION, FEE CONCESSIONS AND FEE WAIVER

FEES CHARGES

This policy outlines how GTPS manages all fees paid and refunds according to the AQTF Standard 2 element 2.3 and AQTF Condition 5.

Scope

This policy covers all fees paid to and refunds provided by GTPS

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.

Policy

The following fee information is provided to each student prior to enrolment:

- The total amount of all fees including course fees, administration fees, material fees and any other charges
- Payment terms, including timing and amount of fees to be paid and any non-refundable deposit/administration fee
- The fees and charges for additional services, including such items as replacement of a lost certificate and the options available to students who are deemed not yet competent on completion of training and assessment
- The organizations fee and refund policy

This information is also available in GTPS marketing materials and on the website www.guidestartraining.com.au, student information booklet, where possible newspaper adverts, pamphlets, as well as in our enrolment form.

FEE DETERMINATION

GTPS is guided by 2009 Ministerial Directions and will adhere to the requirements set out in the current year Guidelines about fees as issued by the commission and updated from time to time. GTPS will also adhere to any subsequent relevant requirements set out in (a) a Service Agreement Notification 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 Service Agreement.

All fees charged by GTPS are considered fair and reasonable taking into account industry averages and recommended course charges, depth of knowledge and skills requirements, resource development and use, trainer charges and administrative costs. As stated in our Business Plan, GTPS operates in a competitive environment and therefore our fees and charges will reflect that reality

GOVERNMENT FUNDED STUDENTS:

Fees Collection for Government funded students

Fees collection for Government funded students shall be done in line with the Ministerial Directions about fees as issued by Higher Education and Skills.

To ensure a place in the course a commitment fee of \$50 will be payable on enrolment upon which the student will be issued with a Student Pack. The \$50 fee applies to both the government subsidized students and fee for service students. The only difference being that for the government subsidised students, the \$50 counts towards their fee and is subject to the fee refund policy while the \$50 payable by the fee for service students is for administrative purposes and therefore non-refundable.

It is our policy to stagger fee payments. Consequently, at no time does GTPS hold in excess of \$1,000 in fees paid in advance. And it should be noted that issuance of qualifications or statement of attainment may be withheld until all fees are paid. Students are therefore encouraged to progressively pay their fees as they continue with their studies

Postponements

If the course is postponed for any reason, the student may request that their fees are returned or held until the course commences.

Please note that the Government funding applies for a whole qualification e.g. Cert III in aged care or for completed units within a qualification should a student withdraw before completion.

Cost of additional units outside of a qualification has to be met by the student. For example Cert III in aged care is 14 units and Apply First Aid even though is a recognised Elective for Cert III in aged care, cannot be added as the 15th unit as Government would pay only for the 14 that make up the course. In such situations the student would have to meet the cost of Apply First Aid. See the pricing for the various additional units/short courses in the table below.

Refund for Government Funded students:

All refunds will be provided in line with the Ministerial Directions about fees as issued by Higher Education and Skills Group as outlined in section 3.1 of the Service Agreement

SELF-FUNDED STUDENTS:

Fees Collection for Self-funded students

GTPS does not require a student to pay fees upfront for their qualifications except if the course is priced at less than \$ 200. There is however:

- ✓ A \$ 50 Non-refundable enrolment fee for all self-funded students. This \$ 50 fee also serves as a student commitment fee and the basis on which the student pack is released to the student.

Refund:

Should GTPS cancel a course for any reason or delay a course by more than 4 weeks; students will be entitled to a full refund or transfer of the fees already paid to another/future or upcoming course to which they will consent to in writing. In this case the student will be given their preferred option.

If for any reason a student wishes to withdraw from the course, the intention to withdraw must be submitted in writing and the following rules shall apply:

- ✓ Withdrawal from a course priced at below \$ 200 before the commencement date, a 100% refund.
- ✓ Withdrawal from a course priced at below \$200 once it has commenced, nil refund.
- ✓ Withdrawal from a course priced over \$200 and the student has made prior payments by choice, the following refund guidelines shall apply:
 - 20-25 days before course commencement, refund of fees, less 25% administration fee
 - 15-19 days before course commencement, refund of fees, less 50% administration fee.
 - 5-14 days before course commencement, refund of fees, less 75% administration fee
 - Once the course has commenced, no refund applies

If a student wishes to change their enrolment to another course delivered concurrently with the enrolled course, the fees paid will be transferable to the new course. No administration fee will be charged for this transfer. In such circumstances the student will consent in writing for the transfer of the fee to occur.

PAYMENT TERMS FOR ALL STUDENTS:

For courses that cost under \$200 and not government funded. If course is Government funded, the fees collection criteria for Government funded students applies.

1. Payment must be made prior to being enrolled in the course or
2. on the day of the course

For courses that cost above \$200 three payment options apply:

1. By choice - could pay upfront the entire fee (not a requirement except for \$ 50 non-refundable enrolment fee for self-funded students and \$ 50 commitment fee for Government funded students)
2. Pay in maximum 3 instalments with:
 - o At least \$ 50 being received prior to commencing class to cater for the student pack as stated in (1) above
 - o 1st and 2nd instalment during the training and
 - o 3rd instalment by the last day of the training- course i.e. before proceeding for work placement where this is applicable.
3. Any other arrangement from the 2 options provided above need to be arrived at between the student and GTPS accounts with the manager's approval.

GUIDESTAR TRAINING & PROFESSIONAL SERVICES FEE GUIDE
JUNE 2013
EFFECTIVE JUNE 2013

COURSE OR UNIT DESCRIPTION	DELIVERY METHOD	Self-Funded Students	Government Funded students	
			Concession	Non-Concession
Enrolment Fee		\$ 50	Nil	Nil
CHC30212 Cert III in aged care	Face to face & blended options	\$ 1500	\$ 50	\$ 250
CHC30312 Cert III in home and community Care	Face to face & blended options	\$ 1500	\$ 50	\$ 250
Dual CHC30212 Aged Care and CHC30308 HACC	Face to face & blended options	\$ 1700	\$ 80	\$ 400
CHC40312 Certificate IV in Disability	Face to face & blended options	\$ 2000	\$60	\$ 300
CHC40108 Certificate IV Aged Care	Face to face & blended options	\$ 2000	\$60	\$ 300
CHC40212 Certificate IV in Home and Community Care	Face to face & blended options	\$ 2000	\$60	\$ 300
Any two Cert IV's combined	Face to face & blended options	\$ 2600	\$80	\$ 400
HLTFA301B- Apply First Aid	Face to face only 1 day	\$ 127 \$7 is text only	\$ 127 \$7 is text only	\$ 127 \$7 is text only
Manual Handling Cert of participation	4 hours face to face only	\$ 50	\$ 50	\$ 50
HLTHSE204D Follow safe manual Handling Practices	Face to face only 1 day	\$ 100	\$ 100	\$ 100
22099VIC Course in First Aid Management of Anaphylaxis	Face to face only 1 day	\$ 60	\$ 60	\$ 60
22024VIC Course in Emergency Management of Asthma in the Workplace	4 hours face to face only	\$ 50	\$ 50	\$ 50
CHCCS305B Assist Clients with medication (pre-requisite HLTAP301A Recognise healthy body systems in a health care context)	Face to face only 2 days	\$ 200 Cert IV's no pay	\$ 200 Cert IV no pay	\$ 200 Cert IV's no pay
HLTIN301C Comply with infection control policies and procedures	Face to face only	\$ 120	\$ 120	\$ 120

If you complete any cert IV qualification, MEDICATION, which is an industry requirement, is provided at no extra cost

Please note that

- (i) GTPS reserves the right to offer a discount to students based on research into client base and ability to pay the fee.
- (ii) Blended option means a student does a combination of flexible independent learning and classroom attendance.
- (iii) There is no additional cost associated when a student is re-assessed for the first and second times. However third and consequent reassessments will attract a fee of \$ 50 per re-assessment.