

FEES & REFUND POLICY

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

FEES CHARGES

Prior to enrolment in each course, GTPS provides full fees details regarding all courses. This information is available in the marketing materials of all our courses namely website www.guidestartraining.com.au, student information booklet, where possible newspaper adverts, pamphlets, as well as in our enrolment form. Our **refund policy** is also clearly outlined in our brochures, enrolment forms and in the student information booklet, normally availed to all students before they enrol to undertake our courses.

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 Skills Victoria.

Government Funded students like other students are not expected to pay upfront for their course(s). They are however expected to put in a deposit of \$50 to enable them receive a student pack and be able to start class. They can pay the balance of their fee within the course period. The \$ 50 contributes to their fee unlike for the self-funded whose \$50 is for enrolment and non-refundable.

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 Skills Victoria 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:
 - At least \$ 50 being received prior to commencing class to cater for the student pack as stated in (1) above
 - 1st and 2nd instalment during the training and
 - 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.

Course Charges:

Course	Self funded	Government funded
<ul style="list-style-type: none"> • Certificate III in aged care CHC30208 • (Face to face & blended options) 	\$ 1300	*\$187.50 - \$ 200
<ul style="list-style-type: none"> • Certificate III in home & Community care CHC30308 • (Face to face & blended options) 	\$ 1300	*\$187.50 - \$ 200
Dual Qualification: <ul style="list-style-type: none"> • Certificate III in aged care CHC30208 • Certificate III in home & Community care CHC30308 • (Face to face & blended options) 	\$ 1500	*\$187.50- \$400 *\$187.50- \$300(dis)
HLTFA301B- Apply First Aid	\$ 120	\$ 120
Manual Handling course – Certificate of participation	\$ 50	\$ 50
Other charges –		
RPL process (Per unit of competency applied for)	\$ 50	\$ 50
Re- assessment of a unit first time and second times	\$ 0	\$ 0
Re- assessment of a unit 3rd and consecutive times	\$ 50	\$ 50
Reprint of lost or damaged certificate/other documents	\$ 50	\$ 50

Please note that

- (i) *Government funded courses cost \$187.50 (concession and health card holders) to \$200 for eligible students if undertaking one qualification
- (ii) A student enrolling for a dual qualification and has no health care or concession card pays \$ 200 per course if Government funded but GTPS reserves the right to offer a discount to make the total cost for the dual Qual \$300
- (iii) Blended option means a student does a combination of flexible independent learning and classroom attendance.
- (iv) 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.