

SCHEDULE OF FEES AND CHARGES

Fee for Service

Train2Care is a Registered Training Organisation (RTO Code: 45685) and operates in accordance with the Standards for Registered Training Organisations 2015. Train2Care charges fees for services provided to students undertaking a course of study. These fees are for items such as course materials, administrative support, student services and training and assessment services.

When and How do I Pay?

Fees are payable when you receive your confirmation of enrolment and invoice for the enrolment fee. Fees must be paid in full within 5 days of receiving this notification from Train2Care. We may cancel an enrolment or discontinue training if fees are not paid as required. Payments can be made via direct deposit only.

Can I get a Refund?

Yes - If you give notice to cancel your enrolment 10 business days or more prior to the commencement of a program you will be entitled to a full (100%) refund of your fees paid.

If you give notice to cancel your enrolment 9 business days or less prior to the commencement of a program, you will be entitled to a 75% refund of fees paid. The amount retained (25%) by Train2Care is required to cover the costs of staff and resources which will have already been committed based on your initial intention to undertake the training.

If you give notice to cancel your enrolment after a training program has commenced, you will not be entitled to a refund of fees. Discretion may be exercised by the Chief Executive Officer if there is extenuating or significant personal circumstance that led to your withdrawal.

Who is Responsible for Training Quality and Issuance of the Certificate?

Train2Care is responsible under the National Vocational Education and Training Regulator Act 2011 for the quality of the training and assessment being delivered in this course and for the issuance of all AQF certificates. An AQF certificate is a qualification certificate or a Statement of Attainment that may be issued if you achieve the outcomes of the course.

Our Guarantee

If for any reason Train2Care is unable to fulfil its service agreement with a student, Train2Care must refund the student's proportion of fees paid for services not yet delivered. So, as an example, if you had paid in full for a course which had 2 units of competency and you had completed 1 unit at the time a course was cancelled, you would be entitled to a 50% refund on your fees paid.

How do I get a Refund?

To obtain a refund, you are required to give written notice to cancel your enrolment and complete a Refund Request Form which can be obtained from reception or by contacting us by phone and requesting a copy.

Written notice may be in the form of an email or letter. Where refunds are approved, the refund payment will be paid via electronic funds transfer using the authorised bank account nominated by you. This payment will be made within 14 days from the time you gave written notice to cancel your enrolment.

Are my Fees Protected in case I need a Refund?

Yes - Train2Care has a responsibility to limit the collection fees paid by students to minimise the amount paid in advance at any time. To meet this requirement, Train2Care cannot request a prospective or current student to prepay fees more than a total of \$1500 (being the prepaid threshold fee amount). This means paid prior to the commencement of a course or during the delivery of the course.

If for any reason Train2Care needs to cancel the course, it means that your total liability is limited to \$1,500 at the most. It is a smart way to protect students as consumers.

Am I Protected under Australian Consumer Law?

Yes, as a student undertaking a vocational education and training course, you are protected under Australian Consumer Law and under State and Territory consumer protection laws. These protections include areas such as unfair contract terms, the consumer guarantees, to statutory a cooling-off period, and unscrupulous sales practices. You can find out more information about your rights as a consumer from the [Australian Consumer Law](#) website which includes a range of helpful guides relating to specific areas of protection.

Do I Pay GST on my Training Fees?

No – Training fees are GST exempt under section 38-85 GSTR 2003/1 Goods and Services Tax, tax ruling. The ruling explains the supply of a course for ‘professional or trade course’ is a GST-free education course. GST does however apply on the payment of some miscellaneous charges which are described below in Other Charges.

Terms and Conditions Changes

Train2Care reserves the right to amend the conditions of the student’s enrolment at any time. If amendments are made that effect the student’s enrolment, the student will be informed 7 days prior to the changes taking effect. Students then have 28 days to submit an appeal from the date they were informed of the decision. Further information about appealing a decision is contained in the Student Handbook.

Course Fees

In accordance with Clause 7.3 (Standards for RTOs 2015), Train2Care does not accept payment of more than \$1500 from a student prior to qualification/course commencement. Following commencement, where the RTO requires payment of additional fees in advance from the student, at any given time, the total amount will not exceed \$1500.

Fees and Payments Schedule

FEE FOR SERVICE OPTION 1					
Program	Quarterly Payment Instalment				Total Payable
	1	2	3	4	
CHC33021 Certificate III in Individual Support	\$750	\$750	\$750	\$750	\$3,000

Note:

Payment Instalment (1) is required upon enrolment

Payment Instalment (2) is required prior to the commencement of the second term of training.

Payment Instalment (3) is required prior to the commencement of the third term of training.

Payment Instalment (4) is required prior to the commencement of the last term of training.

FEE FOR SERVICE OPTION 2																											
Program	Fortnightly Direct Debit Payment Instalment																									Total Payable	
	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25		26
CHC33021 Certificate III in Individual Support	\$123.08	\$123.08	\$123.08	\$123.08	\$123.08	\$123.08	\$123.08	\$123.08	\$123.08	\$123.08	\$123.08	\$123.08	\$123.08	\$123.08	\$123.08	\$123.08	\$123.08	\$123.08	\$123.08	\$123.08	\$123.08	\$123.08	\$123.08	\$123.08	\$123.08	\$123.08	\$3,200

Note:

Payment Instalments will commence upon enrolment, with direct debits re-occurring fortnightly. Fee for service option 2 price slightly varies to cover the additional costs of Merchant Transaction Fees associated with re-occurring direct debit payments.

- All payments are to be made in Australian dollars only.
- All training and assessment fees are exempt from GST.
- The fees listed also apply for RPL.
- All fees must be paid in full before students can be issued with any AQF certification relating to their achievements.
- Students should refer to the relevant course brochure for a detailed description of the services offered in each course.

The fee structure listed above is designed to limit the amount paid by students upfront and is structured to collect fees as the course progresses.

Miscellaneous Charges

Credit transfer administration fee	Nil
Dishonour direct debit payment fee	\$10.00
Copy fee – where a student requests a photocopy of their student record	\$10.00
Re-issuing a certificate, qualification, or a statement of attainment	\$50.00
Re-assessment fee	\$200.00
RPL Assessment fee	\$200.00

Note:

Students will be offered three (3) assessment opportunities during a normal training program for each assessment event. The re-assessment fee will only apply if the student chooses to seek additional assessment opportunities. The re-assessment service includes individual re-training to prepare the student for the re-assessment.