

Issue Date:	August 2013
Version:	1.0
Scheduled Review:	August 2014
Authorised By:	General Manager
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Training Fee Structure

Objective

Australia Wide First Aid (AWFA) confirms its commitment to meeting the ASQA standards relating to the Training Fees for students.

Australia Wide First Aid is committed to providing quality training products and services for individuals and organisations. As a Registered Training Organisation (RTO), AWFA adheres to relevant compliance and legislative frameworks, such as the Australian Skills Quality Authority (ASQA) Essential Standards.

Protection of Fees

AWFA will ensure that course fees paid in advance will be protected and the following Policy and Procedures will apply to the training products and services we provide. The Fee Schedule will include a itemised list of all fees and charges including course tuition fees, administration fees, materials fees and any other charges *(If Applicable)*

Fee Setting

All charges for Fee for Service Training will be set by the General Manager, approved by the Chief Executive Officer and documented by the Training Manager. All students/groups will be informed of the fees in the Fee Schedule prior to enrolment.

Fee-for-Service students are expected to pay any course fees in advance. In the case of Accredited Training Courses carrying fees greater than \$1000, ASQA requires students to pay no more than \$1,000 prior to commencement and the balance after commencement. AWFA complies with this requirement. As AWFA does not conduct courses in this price range, there is minimal risk.

Concession Fees

Holders of Health Care Cards and other acceptable pension cards are **NOT** entitled to a concession of the tuition fee component. Therefore No concession applies

Fee-Sharing Arrangements

Where courses are offered in partnership between AWFA and other provider(s)/organisation(s), fee-sharing arrangements are negotiated as part of the MoU or Partnership Agreement, but must be consistent with the requirements of any funding bodies and Ministerial Directions on Fees and Charges.

Course Postponements and Cancellations

In the event the AWFA does not start a student's course on the scheduled date or is unable to deliver a course in full for any reason, the student will be offered a refund of 100% of tuition fees paid for that part of the course which the AWFA has not delivered. The refund will be paid to the student within 10 working days of the day on which the course ceased being provided or did not commence.

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Students Repeating Units

Students who are deemed “not yet competent” on completion of training and assessment will have the opportunity to re-enrol in the unit/qualification in a future program. For these students the AWFA Fee will be 85% of the original fee.

Retention of Documentation

The AWFA will keep copies of all student acceptance agreements along with details of any fees and charges and refunds for a period of 2 years after the cessation of students’ study.

Reissuing Certificate and Rebooking Fees

Students who have lost their certificate and are wishing to obtain a hard copy, a reprint fee of \$20 is charged. Students wanting an electronic copy will not be charged. In the case of a rebooking, there is a fee of \$20.

DOCUMENT: