

Fee and payment information

Fees for public workshops

All fees tabulated below are effective from 15 July 2011.

Workshop		Fee* (per person)
Certificate IV in Training and Assessment (TAE40110)	Introduction to Vocational Education & Training	\$500
	Design and Deliver Training	\$950
	Plan, Organise and Facilitate Workplace Learning	\$500
	Workplace Assessment	\$950
Provide Work Skill Instruction		\$695
Contribute to Assessment		\$550
Develop Assessment Tools		\$550
Mentor in the Workplace		\$550
Certificate IV in Frontline Management (BSB40807)	Leadership & Team Effectiveness	\$950
	Operational Planning & Client Service	\$695
	Continuous Improvement	\$695
	OHS for Supervisors	\$550
Safety and Health Representative's Course		\$850**
Assignment support workshop		\$120

* Nationally recognised training courses are exempt from GST.

** An additional assessment fee of \$150 applies for those undertaking the Safety and Health Representative's Course who wish to be formally assessed against the units of competency on which the course is based. This assessment is an optional part of the course.

*** As only a nominal fee is charged for attendance at assignment support workshops, lunch is not provided by TSA

Service guarantee

Unless noted otherwise, payment of the above fees guarantees:

- The provision of all training materials
- Training delivery by a TSA facilitator
- Assessment of assignments submitted within the specified timeframe, or for which extensions have been approved
- Post-course telephone and email support during normal office hours
- Issuance of a statement of attainment or certificate on successful completion of all course requirements

Training Services Australia also provides complimentary morning and afternoon tea, and a light lunch to participants attending all public workshops, with the exception of assignment support workshops.

Clients who are deemed not yet competent at the completion of training and assessment may resubmit all or part of their assessment at no additional cost, within the specified time frame. Should competency not be met after resubmission and the client still wishes to proceed:

- (a) additional support or one-on-one coaching may be recommended at the rates shown below, and / or
- (b) the client may choose to re-attend the training, in which case the full training fee would apply, or
- (c) the client may choose to re-attend part of the training for a fee determined by a TSA Training Advisor

Other fees

Description	Fee
RPL assessments	\$165 application fee plus \$110 per hour after the first hour
TAA40104 – TAE40110 RPL Assessment	\$250 for those who achieved all TAA units within the last two years \$350 for those who achieved some or all TAA units more than two years ago
One-on-one coaching	\$80 per hour
Replacement certificate / statements of attainment	\$30 per certificate / SOA issued <u>less than 5 years ago</u> \$50 per certificate / SOA issued <u>more than 5 years ago</u>

To obtain fee information for services not listed above, including rates for 'in-house' workshops, please contact a TSA Training Advisor.

Payment policy

Except where alternative arrangements have been agreed with a TSA Training Advisor, course fees are payable in advance and enrolments may be considered tentative until full payment or a Purchase Order is received by Training Services Australia.

Please note: Under the Standards for NVR Registered Training Organisations, TSA is not permitted to accept more than:

- (a) \$1,000 in advance from an individual student prior to the commencement of a course
- (b) \$1,500 in advance from an individual student for future courses in which they wish to enrol

Larger advance payments may be accepted from companies, incorporated bodies and government agencies.

Clients will be issued with an invoice upon enrolment. This must be paid in accordance with the stipulated payment terms.

Clients who have successfully completed course requirements will not be issued with a qualification or statement of attainment until all course fees are paid in full.

Payment options

Training Services Australia accepts payment by the following methods:

- Direct credit to our bank account (TSA's bank account details will be shown on the invoice)
- Visa or MasterCard
- American Express – *please note that you must pay a 2.5% surcharge if paying by American Express*
- Cash
- Cheque

Refund and cancellation policy – Cancellation by clients

Clients must advise Training Services Australia in writing of their intention to cancel their enrolment. The scale of refund is determined by the amount of notice given, as outlined in the table below. Once training has commenced, no refund options are available. Applications for cancellation must be addressed to The Principal of Training Services Australia and emailed to tsa@tsa-wa.com.au.

Cancellation notice provided	Charge	Refund
More than 14 days	No cancellation fee	100% of course fee
8 – 14 days	10% of course fee	90% of course fee
1 – 7 days	30% of course fee	70% of course fee
Failure to attend or complete course	100% of course fee	No refund

Refunds will be forwarded to clients within seven days of their eligibility being agreed.

Transfers and substitutions

Clients who are unable to attend a workshop on which they have enrolled are encouraged to transfer their enrolment to a subsequent workshop to be conducted by Training Services Australia. Transferring an enrolment does not attract an additional charge, providing it is done before the commencement of the workshop.

Clients may substitute an alternate person at any time prior to course commencement at no additional cost.

Should a client wish to transfer or substitute an enrolment for a workshop after the workshop has commenced, a postponement fee of 50% of the course cost will apply.

Refund and cancellation policy – Cancellation by TSA

Should TSA, for any reason, cancel a course on which a client is enrolled, the client will be entitled to:

- (a) A full refund for the amount they have already paid for that course, OR
- (b) Transfer their enrolment to another (identical) course offered by TSA

TSA will not compensate clients for time, travel expenses or accommodation expenses incurred.