

Fee and payment information

Fees for public workshops

Fees for public workshops are available:

- on our course calendar (www.tsa-wa.com.au/tsa/files/courses/current-course-calendar.pdf)
- via the 'Our Courses' pages on our website (www.tsa-wa.com.au/courses)
- via the 'Online Enrolments' pages on our website (enrolments.tsa-wa.com.au)
- from one of our Training Advisors (08 9422 6444)

Fees for publicly funded Traineeships

Information about fees payable by those undertaking publicly funded Traineeships is available in the 'Fee Information for Publicly Funded Traineeships' document which can be accessed from the 'Policies and Procedures' page of the TSA website (www.tsa-wa.com.au/policies-and-procedures).

Other fees

Description	Fee
RPL assessments	\$165 application fee plus \$110 per hour after the first hour (unless quoted differently within the applicable RPL documentation)
One-on-one coaching	\$80 per hour
Replacement certificate / statements of attainment	\$55* per certificate / SOA issued (Hard copy only)
Assignment support workshop (Cert IV TAE)	Free
Assignment support workshop (non Cert IV TAE)	\$120 per day
Extension for assessments in online assessment portal	\$20 per month (at TSA's discretion)

** The fee for a replacement certificate / statement of attainment includes GST. GST does not apply to the other fees detailed above.*

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

Service guarantee

Unless noted otherwise, payment of the fee for a course includes:

- 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.

Clients who are not deemed competent following their first assessment submission 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 above, 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

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.

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

Please note: Under the Standards for Registered Training Organisations, TSA is not permitted to require individual students to pay fees of more than \$1,500 prior to their attendance at a course or courses.

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
- 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 charge/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 tse@tse-wa.com.au.

Cancellation notice provided	Charge	Refund
More than 14 days	No cancellation fee	100% of course fee
3 – 14 days	50% of course fee	50% of course fee
Less than 3 days	100% of course fee	No refund
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 may substitute an alternate person at any time prior to course commencement at no additional cost.

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.

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

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

Withdrawal and refund information for publicly funded Traineeships

Withdrawal and refund information for publicly funded Traineeships is available in the 'Fee Information for Publicly Funded Traineeships' document which can be accessed from the 'Policies and Procedures' page of the TSA website (www.tsa-wa.com.au/policies-and-procedures).