

## *Schedule of Fees and Charges*

SRTA Life & Rescue is a Registered Training Organisation RTO Code: 45278 and operates in accordance with the Standards for Registered Training Organisations 2015. SRTA Life & Rescue charge 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? (for non-account holders)**

Fees are payable when you receive your confirmation of enrolment. Fees must be paid in full within 5 days of receiving the confirmation notification. Payment methods include direct deposit (EFT) or credit card. Please call our booking hot line on 03 62 484780 to make your payment as we do not currently have a payment system available online.

### **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 SRTA Life & Rescue 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 issuing you your certificate?**

SRTA Life & Rescue 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 of a Statement of Attainment that may be issued if you achieve the outcomes of the course. We do not outsource our training services to others and take great pride in our relationship with you.



### **Our guarantee to you**

If for any reason SRTA Life & Rescue is unable to fulfil its service agreement with a student, SRTA Life & Rescue 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 – SRTA Life & Rescue 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, SRTA Pty Ltd cannot request a prospective or current student to prepay fees more than a total of \$1500 (being the threshold prepaid fee amount). This means paid prior to the commencement of a course or during the delivery of the course. If for any reason SRTA Life & Rescue needed 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, a statutory 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. Please visit the following site for more information: [Australian Consumer Law](#)

### Do I pay GST in my tuition fees? (non-accredited training attracts GST)

No – Training tuition 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.

### Changes to terms and conditions

SRTA Life & Rescue 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 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 Learner Handbook.

### Courses Fees – (please check website for up to date prices)

Individual units of competency – 8 hours or 1 day courses	\$220.00 - \$380.00 Per Person
RIIWHS202D – Enter and work in confined space – 1 day  RIIWHS204D – Work safely at heights – 1 day  HLTAID003- Provide first aid – 1.5 Days  HLTAID007 – Provide advanced resuscitation – 1 day  MSMWHS216 – Operate Breathing apparatus – 1 day  PUASAR025 – Undertake confined space rescue – 1 day  PUASAR032 – Undertake vertical rescue – 4 days  UETTDRRF02- Perform pole top rescue – 1 day  UETTDRRF04 – Perform tower rescue – 2 days  HLTPAT005 – Collect Specimens for Drugs of Abuse Testing - POA	

<b>Individual units of competency – 4 hours or ½ day courses</b>	<b>\$220.00 - \$380.00 Per person</b>
HLTAID001 – Provide cardiopulmonary resuscitation – CPR – 4 hours MSMPER200 - Work in accordance with an issued permit – 4 hours MSMPER300 – Issue work permits – 4 hours MSMWHS212 - Undertake first response to fire incidents – 4 hours UETDTRRF06 – Perform rescue from a live LV panel – 4 hours MSMWHS217 – Gas Test Atmospheres – 4 hours PUASAR025 – Participate in a rescue operation – 4 hours UETDTRRF08 – Perform EWP controlled descent escape – 4 hours MSMWHS201 – Conduct Hazard Analysis – 4 hours PUAFER005 – Operate as a part of an emergency control organisation – (Warden training)	
<b>Client Private group bookings – per day</b>	<b>\$1,850.00</b>
<b>Client Private group bookings – ½ day</b>	<b>\$1,650.00</b>

### Other fees and charges

Item	Cost
Re-issuing your statement of attainment	\$30.00 + GST
Replacement of issued learning/reference workbook and text	\$150.00 + GST
Re-assessment fee	\$300.00 (GST exempt)

**Special Notes:**

- 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.
- All nationally accredited courses are exempt from the payment of GST, however non-accredited training has GST charged.
- RPL fees are identified above for completing an individual unit of competency. The initial application/enrolment fee for RPL is equivalent to the full enrolment cost for the unit of competency.
- All fees must be paid in full before students can be issued with any AQF Certificate relating to their achievements unless there is an active account opened for the relevant employer, so payment is made at NET 30 days.
- Student should refer to the course brochure for the course they are considering for a detailed description of the services offered in each course.