

## 17.10 FEE FOR SERVICE SCHEDULE AND CHARGES POLICY

### 1. POLICY RATIONALE

This policy documents Amana Living Training Institute (ALTI) approach to all accredited qualifications and units of competency that are delivered by ALTI through a fee for service model.

### 2. POLICY STATEMENT

ALTI is committed to offering accredited qualifications and units of competency through a fee service model which includes accredited and non-accredited short courses. Fees are calculated by ALTI based on the number of training hours provided and the nature of the course and are aligned to fees determined by the Department of Training and Workforce Development (DTWD).

ALTI reserves the right to withhold the issuance of certificates where the course fees have not been paid in full.

### 3. OBJECTIVES

Ensure ALTI can provide courses and qualifications to individuals and business partners who are not eligible for government funded courses. These courses are then provided to the appropriate individuals and business partners at competitive prices.

### 4. DEFINITIONS

**Fee for Service:** An option for learners or companies to pay for courses or qualifications where they are not eligible for government funded courses.

**Accredited Short Course:** An individual Unit of Competency rather than a full qualification.

**Hardship Assistance:** Any request for fee waiver or payment plan outside of normal requirements.

### 5. KEY RESPONSIBILITIES

**Head of ALTI:** Consider and approve fee deferral and refund requests by considering personal circumstances of the individual and ensure these are documented by the Student Services team for individual learners.

**Student Services Team:** Facilitate all payment requirements and hardship requests and ensure all fees are paid in full prior to issuing of certificates.

**Business Development Manager:** Ensure all documentation, Memorandum of Understanding and payment arrangements are in place for business clients before enrolment.

### 6. IMPLEMENTATION AND GUIDELINES

Fees are required to be paid once the learner commences their course unless a deferred payment arrangement has been approved by the Head of ALTI. Enrolment is not complete until the required fees and charges are paid, deferred payment arrangements have been made or fees and charges have been waived.

Invoice terms require payment within 21 days of invoice issuing and individual invoices cannot exceed \$1500. Where a course cost exceeds this amount, instalment invoices will be issued.

Learners requiring hardship assistance, must notify the Student Services team as soon as possible in writing with their reason for requesting hardship assistance. The Student Services Team are responsible for collating requests and submitting these to the Head of ALTI who will determine and approve requests.

Once the learner commences a course, they are determined as having accepted the payment terms and requirements.

For business client learners, refer to the terms and conditions for all fees and refund requirements.

### Refunds

To be eligible for a partial refund, requests will be considered if learners withdraw for reasons of personal circumstances beyond their control, for example, serious illness resulting in extended absence or injury or disability that prevents the learner from completing their program of study. In all cases, relevant documentary evidence (e.g. medical certificate) will be required for the Head of ALTI to approve. Partial refunds may attract an administration charge, see below table.

Other Fees and Charges	Cost
Training Record Binder	No Charge
Credit Transfer	No Charge
Replacement of Training Record	\$50
Recognition of Prior Learning (RPL)	\$85 per unit (maximum)

An application for Recognition of Prior Learning can be made for individual units or whole qualifications and will be charged at a maximum of \$85 per unit. The cost of the application will be at the discretion of the Head of ALTI.

### Fee For Service Course costs

These fees are indicative only and are subject to change given individual circumstances at enrolment. Additional fees may apply such as student service and resource fees.

Code	Title	Nominal Hrs	Course Fees
52890WA	Certificate II in Community Health and Wellbeing	383	\$1244.75
CHC33021	Certificate III in Individual Support (Ageing Specialisation)	838	\$2723.50
CHC33021	Certificate III in Individual Support (Disability Specialisation)	808	\$2626.00
CHC42021	Certificate IV in Community Services	653	\$2122.25
CHC43015	Certificate IV in Ageing Support	830	\$2697.50
CHC43121	Certificate IV in Disability Support	555	\$1803.75
HLT33021	Certificate III in Allied Health Assistance	588	\$1911.00
HLT43021	Certificate IV in Allied Health Assistance	1023	\$3,324.75

## Individual Unit of Competency Enrolment

Code	Title	Unit Fees
HLTAID009	Provide CPR	\$65.00
HLTAID011	Provide first aid	\$140.00
HLTHPS006	Assist client with medications	\$250.00
HLTWHS005	Manual Handling	\$120.00
HLTINF006	Apply basic principles and practices of infection prevention and control	\$120.00
HLTWHS002	Follow safe work practices for direct client care	\$100.00
Standalone units of competency from the Health and Community Services Training Package delivered by Amana Living Training Institute are charge at a rate per unit.		\$200.00

## 7. RELEVANT LEGISLATION

Department of Training and Workforce Development Standards

Registered Training Organisation Standards 2015

## 8. REFERENCES

Nil

Amana Living

## CONTROLLED DOCUMENT – RECORD OF APPROVAL

*Printed copies of this document are regarded as uncontrolled. For the latest version go to the “Document Location” in the table below.*

### DOCUMENT DETAILS

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### REVIEW TIMEFRAME AND RESPONSIBILITY

This policy will be reviewed by the author or responsible department prior to the Date Due for Review displayed below.

<b>Effective Date</b>	06/09/2024
<b>Review Period</b>	3 years
<b>Date Due for Review</b>	30/10/2027