



## Schedule of Fees and Charges

Victorian First Aid Services and Training is a Registered Training Organisation (RTO Code: 41360) and operates in accordance with applicable legislation and the Standards for Registered Training Organisations 2015. Victorian First Aid Services and Training charge fees for services provided to learners undertaking a course of study. These fees are for items such as course materials, administrative support, learner services and training and assessment services.

### When and how do I pay?

Payment is required at time of booking. All bookings are made on our secure on-line booking system. Payment methods include credit card or PayPal.

### Can I get a refund?

Yes – Learners who give notice to cancel in writing ([courses@victorianfirstaid.com.au](mailto:courses@victorianfirstaid.com.au)) 10 days or more prior to the commencement of the class are entitled to a refund of fees paid, less \$15 processing fee.

Learners giving 9 days or less notice will not be entitled to a refund and will forfeit the course fees paid.

Learners who do not attend on scheduled course date will not be entitled to a refund of fees paid.

Discretion may be exercised by the Chief Executive Officer if there is extenuating or significant personal circumstance that led to your withdrawal.

### 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](#). 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.

### Our guarantee to you

If for any reason Victorian First Aid Services and Training is unable to fulfil its service agreement with a learner, Victorian First Aid Services and Training will refund the learner's proportion of fees paid for services not yet delivered.

### Are my fees protected in case I need a refund?

Yes - Victorian First Aid Services and Training has a responsibility to protect the fees paid by learners. To meet this need, we will only accept an initial payment of no more than \$1,500 from each learner prior to the commencement of their course. This fee protection arrangement complies with national standards designed to limit the amount paid by a learner's in advance of services being delivered.

### Do I pay GST on my fees?

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 apply on the payment of some miscellaneous charges.

### Changes to terms and conditions

Victorian First Aid Services and Training reserves the right to amend our terms and conditions. If amendments are made that effect a learner's enrolment the learner will be informed 7 days prior to changes taking effect.

### Responsibility for training quality

Victorian First Aid Services and Training 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.

### Can I transfer classes?

Learners may request in writing 10 days prior to their scheduled class to transfer to another class, providing a place is available in the new class. A fee of \$15 (inc GST) will apply. Learners cannot transfer between courses on the day of their class

# Victorian First Aid Services and Training



Please refer to the Learner Information Handbook for further information on all learner rights and obligations.

<b>HLTAID001 Provide Cardiopulmonary Resuscitation</b>	<b>\$60.00</b>
Payment – On enrolment: \$60.00	
<b>HLTAID002 Provide Basic Emergency Life Support</b>	<b>\$100.00</b>
Payment – On enrolment: \$100.00	
<b>HLTAID003 Provide First Aid</b>	<b>\$155.00</b>
Payment – On enrolment: \$155.00	
<b>HLTAID004 Provide an emergency first aid response in an education and care setting</b>	<b>\$180.00</b>
Payment – On enrolment: \$180.00	
<b>22300VIC Course in First Aid Management of Anaphylaxis</b>	<b>\$55.00</b>
Payment – On enrolment: \$55.00	
<b>22282VIC Management of Asthma Risks and Emergencies in the workplace</b>	<b>\$55.00</b>
Payment – On enrolment: \$55.00	

## Note

- All training fees are exempt from the payment of GST. No GST included.
- RPL fees are the same as the fee listed above for completing the listed course.
- Victorian First Aid Services and Training payment terms are that payment of fees must be received at time of booking.

## Miscellaneous Charges

Class transfers	\$15.00 (inc. GST)
Access to learners records	\$10.00 (inc. GST)
Re-issuing a certificate, qualification or statement of attainment	\$10.00 (inc. GST)
Replacement of issued text book (per book)	\$22.00 (inc. GST)
Re-assessment fee	\$300.00 (GST exempt)

**Note:** Learners will be offered three (3) assessment opportunity during a normal training program for each assessment event. The re-assessment fee will only apply if the learner chooses to persist in order to demonstrate competence and complete the qualification. The re-assessment service includes individual re-training to prepare the learner for the re-assessment.