

FEE MANAGEMENT POLICY

This policy is available:

1. In the pre-enrolment package;
2. For download from our website; or
3. By phoning or emailing our office.

As a Nationally Registered Training Organisation we are able to collect fees from the learner and must provide or direct the learner to information specifying:

- Fees that must be paid to us;
- Payment terms and conditions including deposits and refunds;
- Learner's rights as a consumer, including but not limited to any statutory cooling-off period, if one applies;
- Learner's right to obtain a refund for services not provided by us in the event the:
 - arrangement is terminated early; or
 - We fail to provide the Services.

PAYMENT

WAGGA WAGGA NSW

1. First Aid Course incorporating HLTAID003 Provide first aid, HLTAID002 Provide basic emergency life support and HLTAID001 Provide cardiopulmonary resuscitation **\$149**
2. CPR Course incorporating HLTAID001 Provide cardiopulmonary resuscitation **\$65**
3. Child Care First Aid HLTAID004 Provide an emergency first aid response in an education and care setting, HLTAID003 Provide first aid and HLTAID001 Provide cardiopulmonary resuscitation **\$179**
4. Anaphylaxis **\$70** incorporating 22300VIC Course in First Aid Management of Anaphylaxis
5. Asthma **\$70** incorporating 2282VIC Course in the Management of Asthma Risks and Emergencies in the Workplace
6. Provide Emergency life support incorporating HLTAID002 Provide basic emergency life support and HLTAID001 Provide cardiopulmonary resuscitation **\$125**

SHEPPARTON VIC

1. First Aid Course incorporating HLTAID003 Provide first aid and HLTAID001 Provide cardiopulmonary resuscitation **\$145**
2. CPR Course incorporating HLTAID001 Provide cardiopulmonary resuscitation **\$65**
3. Child Care First Aid HLTAID004 Provide an emergency first aid response in an education and care setting, HLTAID003 Provide first aid, 22300VIC Course in First Aid Management of Anaphylaxis and 2282VIC Course in the Management of Asthma Risks and Emergencies in the Workplace **\$165**
4. Anaphylaxis **\$65** incorporating 22300VIC Course in First Aid Management of Anaphylaxis
5. Asthma **\$65** incorporating 2282VIC Course in the Management of Asthma Risks and Emergencies in the Workplace
6. HLTAID002 Provide basic emergency life support and HLTAID001 Provide cardiopulmonary resuscitation **\$130**

Albury Wodonga NSW/VIC

1. First Aid Course incorporating HLTAID003 Provide first aid, HLTAID002 Provide basic emergency life support and HLTAID001 Provide cardiopulmonary resuscitation **\$149**
2. CPR Course incorporating HLTAID001 Provide cardiopulmonary resuscitation **\$65**
3. Child Care First Aid HLTAID004 Provide an emergency first aid response in an education and care setting, HLTAID003 Provide first aid, HLTAID001 Provide cardiopulmonary resuscitation, 22300VIC Course in First Aid Management of Anaphylaxis and 2282VIC Course in the Management of Asthma Risks and Emergencies in the Workplace **\$179**
4. Anaphylaxis incorporating 22300VIC Course in First Aid Management of Anaphylaxis **\$70**
5. Asthma incorporating 2282VIC Course in the Management of Asthma Risks and Emergencies in the Workplace **\$70**
6. HLTAID002 Provide basic emergency life support and HLTAID001 Provide cardiopulmonary resuscitation **\$129**

Smartlink Training Pty Ltd
Unit 2, 659 Young Street Albury NSW 2640
RTO Code: 45280

Standards 2015/Standard 5 Student Information/Version 4.2 01/20

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CANBERRA ACT

1. First Aid Course incorporating HLTAID003 Provide first aid, HLTAID002 Provide basic emergency life support and HLTAID001 Provide cardiopulmonary resuscitation **\$99**
2. CPR Course incorporating HLTAID001 Provide cardiopulmonary resuscitation **\$55**
3. Child Care First Aid HLTAID004 Provide an emergency first aid response in an education and care setting, HLTAID003 Provide first aid, HLTAID001 Provide cardiopulmonary resuscitation, 22300VIC Course in First Aid Management of Anaphylaxis and 2282VIC Course in the Management of Asthma Risks and Emergencies in the Workplace **\$149**
4. Anaphylaxis incorporating 22300VIC Course in First Aid Management of Anaphylaxis **\$60**
5. Asthma incorporating 2282VIC Course in the Management of Asthma Risks and Emergencies in the Workplace **\$60**
6. HLTAID002 Provide basic emergency life support and HLTAID001 Provide cardiopulmonary resuscitation **\$90**

BENDIGO VIC

- 1 First Aid Course incorporating HLTAID003 Provide first aid, HLTAID002 Provide basic emergency life support and HLTAID001 Provide cardiopulmonary resuscitation **\$145**
- 2 CPR Course incorporating HLTAID001 Provide cardiopulmonary resuscitation **\$65**
- 3 Child Care First Aid HLTAID004 Provide an emergency first aid response in an education and care setting, HLTAID003 Provide first aid, HLTAID001 Provide cardiopulmonary resuscitation, 22300VIC Course in First Aid Management of Anaphylaxis and 2282VIC Course in the Management of Asthma Risks and Emergencies in the Workplace **\$160**
- 4 Anaphylaxis incorporating 22300VIC Course in First Aid Management of Anaphylaxis **\$60**
- 5 Asthma incorporating 2282VIC Course in the Management of Asthma Risks and Emergencies in the Workplace **\$60**
- 6 HLTAID002 Provide basic emergency life support and HLTAID001 Provide cardiopulmonary resuscitation **\$125**

Fees have a range due to a location loading being applied.

Whereby the employer is paying the course fee, such employee shall receive an invoice which is to be paid within 7 days of the course being completed.

All fees will be clearly noted on brochures and associated websites. Fees can be paid in the following methods:

- Bank deposit;
- Bank cheque;
- Electronic bank transfer;
- EFTPOS;
- Credit card; or
- Cash.

Please note there is a bank surcharge between (2.16% to 2.30%) if you decide to pay via eftpos using a credit or debit card.

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COOLING-OFF PERIOD

The decision to enrol in any training has to be the right decision for your career aspirations and hopes for the future. To assist you in making the right decision, we allow a two day cooling off period immediately after the completion of your enrolment.

This period of time allows you to firm up your decision to enrol and complete the training.

At the end of your cooling off period, you will receive a notification of enrolment and a reminder of your cancellation and fee obligations and the cost involved.

CANCELLATION

After a period of 48 hours of enrolment, we are unable to refund monies for students who do not turn up for First Aid classes or decide at a later date after booking that they do not want to attend.

Changes to class times are allowed but not within 48 hours of class commencing. No refunds will be given to students for non-attendance, poor behaviour or other circumstances preventing you from completing the course.

WITHDRAWING FROM A COURSE

If you leave and/or abandon your course before the scheduled termination date and time, for whatever reason, no refund will be given.

TRANSFER

We reserve the right at our discretion to transfer a course to another date and venue and this action will in no way waive the terms and conditions stated herein.

In the event of us having to cancel a course, without offering any acceptable alternative, then you shall be entitled to a full refund of monies paid and no further liability shall be incurred by us.

FEE PROTECTION

All course fees are below the threshold of \$1,500.00.

Where we are unable to provide services for which you have paid, you will:

- Be placed into an equivalent course such that the new location is suitable to you; and
- You receive the full services for which you have prepaid at no additional cost; or
- Be paid a refund of any prepaid fees for services yet to be delivered.

NO REFUND

There is no refund of fees for:

1. any poor and/or non – attendance;
2. poor behaviour or other circumstances preventing you from completing the course
3. you simply changed your mind;
4. you any way that contributed to the problem;
5. you asked for a service to be done in a certain way against the advice of the business; or

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6. you asked for a service to be provided in a way against the Standards for Registered Training Organisations 2015;or
7. were unclear about what you wanted

LANGUAGE, LITERACY AND NUMERACY REFUNDS

A refund will be provided to any student who has paid fees and then does not perform well enough on the language, literacy and numeracy test to complete the course with a reasonable level of support.

Note: Under the National VET Regulator Act 2011, Standards 2015, we are entitled to withhold issuing you with a qualification or statement of attainment until such times as all fees have been paid in full, and we shall exercise our rights under this section.