

## Schedule of Fees and Charges

Highlands Training Solutions is a Registered Training Organisation and operates in accordance with applicable legislation and the Standards for Registered Training Organisations. Highlands Training Solutions is entitled to 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. We review our fees schedule regularly and endeavour to keep the cost of training down.

### When and how do I pay?

Fees are payable when you book through our online booking system or within 14 days of receiving an invoice. Corporate clients are invoiced with charges due by agreed date. We may cancel an enrolment or discontinue training if fees are not paid as required. Payment methods include Electronic Funds Transfer, Credit or Debit Card, Stripe, and Afterpay.

### Can I get a refund?

Learners, who give notice to cancel their enrolment **five (5) days** or more prior to the commencement of a course, will be entitled to a full refund of fees paid.

Learners who give notice to cancel their enrolment **4 business days** or less prior to the commencement of a program will be entitled to a 50% refund of fees paid. The amount retained (50%) by Highlands Training Solutions is required to cover the costs of staff and resources which will have already been committed, based on the learner's initial intention to undertake the training, and whereby we could have sold your space to another participant. Discretion may be exercised by the Chief Executive Officer if there is extenuating or significant personal circumstance that led to your withdrawal.

Learners who cancel their enrolment after a course has commenced will not be entitled to a refund of fees.

If for any reason Highlands Training Solutions is unable to fulfil its service agreement with a student, Highlands Training Solutions must refund the student's proportion of fees paid for services not delivered.

### How do I get a refund?

To obtain a refund you are required to contact us via email or telephone. Once agreed, your enrolment can be moved to another suitable date. Where refunds are approved, the refund payment will be paid via the same method as they were received. This payment will be made within 14 days from the time you gave notice to cancel your enrolment.

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

Yes – Highlands Training Solutions has a responsibility to protect the fees paid by students. To meet this need, Highlands Training Solutions will only accept an initial payment of no more than \$1,500 from each student prior to the commencement of their course. The subsequent payments are based on the costs of your training and assessment which is yet to be delivered. If the cost of the course is less than \$1500.00, the full amount will be requested before the program commences.

**Do I pay GST in my tuition 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**

Highlands Training Solutions 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 28 days prior to changes taking effect.

***Please refer to the Student Handbook for further information on all student rights and obligations.***

<b>CPR Course:</b> <ul style="list-style-type: none"> <li>– HLTAID009 - Provide cardiopulmonary resuscitation</li> </ul>	<b>\$75.00</b>
<b>First Aid Course:</b> <ul style="list-style-type: none"> <li>– HLTAID009 - Provide cardiopulmonary resuscitation</li> <li>– HLTAID010 – Provide basic emergency life support</li> <li>– HLTAID011 - Provide First Aid</li> </ul>	<b>\$155.00</b>
<b>First Aid Course in Education and Care:</b> <ul style="list-style-type: none"> <li>– HLTAID012 - Provide First Aid in an education and care setting</li> </ul>	<b>\$160.00</b>
<b>Remote First Aid Course:</b> <ul style="list-style-type: none"> <li>– HLTAID009 - Provide cardiopulmonary resuscitation</li> <li>– HLTAID010 – Provide basic emergency life support</li> <li>– HLTAID011 – Provide First Aid</li> <li>– HLTAID013 – Provide First Aid in remote or isolated site</li> </ul>	<b>\$245.00</b>
<b>Advanced First Aid Course:</b> <ul style="list-style-type: none"> <li>– HLTAID009 - Provide cardiopulmonary resuscitation</li> <li>– HLTAID010 – Provide basic emergency life support</li> <li>– HLTAID011 – Provide First Aid</li> <li>– HLTAID014 – Provide Advanced First Aid</li> </ul>	<b>\$450.00</b>
<b>Mental Health Course:</b> <ul style="list-style-type: none"> <li>– CHCCCS019 – Recognise and respond to crisis situations</li> </ul>	<b>\$185.00</b>

**Note.**

- All training tuition fees are exempt from the payment of GST. No GST included.

**Miscellaneous Charges**

Re-issuing a certificate, qualification, or statement of attainment	<b>\$25.00</b> (Incl. GST)
Hard Copy of issued learning/reference workbook (per workbook)	<b>\$30.00</b> (incl. GST)