

Fees and Charges

Policy and Procedure

Guild Training is committed to the implementation of a fees and charges policy which is fair and equitable and complies with both state and federal funding requirements.

In accordance with the applicable State Training Authority, Guild Training must charge fees where applicable. Enrolment is not complete until statutory and RTO based fees and charges are paid.

This policy and procedure has been developed by Guild Training as an all-inclusive document for delivery of training and assessment services in the state/territory Branches and should be read in conjunction with the individual state/territory Branch policies and procedures.

Procedures: actions and responsibilities

| Action | Responsibility |
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| The National Office and State Branches are responsible for the implementation and management of fees and charges on all courses delivered by Guild Training. | National Office State Branches |
| State Branches are responsible for incorporating state consumer laws, including cooling off periods, and state funding requirements into their fees and charges processes. | State Branches |
| All fees and charges information and requirements are outlined on all Guild Training Pre-Enrolment Handbook. Fees and charges information and requirements are also included in the Enrolment Forms and on the Guild Training Branch website. This documentation is forwarded to all learners and pharmacies prior to enrolment. | State Branches |
| REVIEW OF FEES Guild Training reviews all fees and charges for all courses on an annual basis. The decisions to alter fees and charges is based on a number of factors: <ul style="list-style-type: none"> • State or Federal government requirements • The financial viability of the training course • Market forces | National Office State Branches |
| All training which falls under state or federal government funding and performance requirements is reviewed annually to incorporate State Training Authorities changes to fees and charges or upon notification. Additional changes may be made upon notification by State Training Authority. | State Branches |
| Training that does not fall under state or federal government funding and performance requirements is reviewed annually by the Guild Training Managers to ensure on-going financial viability of training. | National Office State Branches |
| Course fees and charges are increased if the Guild Training Managers identify that the training costs necessitate an increase. This decision is based upon the current costs of the training. Research is undertaken into comparable courses to confirm the decision. | National Office State Branches |
| Any changes to fees and charges are updated on Pre-Enrolment Handbook, EFile Cabinet and the Guild Training Branch website. These changes are communicated to Guild Training staff, Pharmacy Guild staff, members and clients through standard communication channels, e.g. Pre-Enrolment Handbook, EFile Cabinet, etc. | National Office State Branches |
| State Branches agree to abide by this agreed pricing structure and will not change fees or charges without the approval from the National Office. | National Office State Branches |
| ADDITIONAL FEES Additional fees and charges will be applied for the provision of replacement certificates/statements of attainment and the replacement of lost training and assessment resources. | State Branches |
| Learners who do not complete their training and assessment requirements within the agreed timeframes may complete these training and assessment activities on a fee-for-service basis. Fees will be calculated based on Guild Training's Price Schedule. State Branches would need to apply User Choice contractual arrangements when considering charging additional fees for training and assessment services | State Branches |
| No additional fees, other than those documented in Pre-Enrolment Handbook will be charged to the learner or employer during their enrolment in a specified course. | State Branches |

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| <p>CONCESSION HOLDERS The Guild Training Manager is responsible for the implementation and management of fees and charges on government funded courses delivered by Guild Training.</p> | State Branches |
| <p>In some states or territories, learners who hold a current concession card may receive a reduction in fees and charges when they enrol in government funded training. State Branches should monitor User Choice contracts and performance standards to ascertain required fees and charges. The following learners may be entitled to the concession rate on unit of competency fees: Persons and dependents holding (at the time of enrolment or commencement of training):</p> <ul style="list-style-type: none"> • A Pensioner Concession Card • A Health Care Card • A Repatriation Health Benefits Card issued by the Department of Veterans Affairs • Persons and dependents of persons in receipt of ABSTUDY/AUSTUDY • Persons and dependents of persons in receipt of Youth Allowance | State Branches |
| <p>Upon enrolment in a government funded training course, a learner may identify themselves as holding a relevant concession card and seek a discount of current fees and charges.</p> | State Branches |
| <p>The Guild Training Manager is responsible for ensuring that learners who hold concession cards are only charged the applicable fee. The State Branch is responsible for ensuring that accurate records and documentation are maintained to demonstrate that correct fees and charges have been applied.</p> | State Branches |
| <p>FINANCIAL DIFFICULTY Where a learner is prevented from commencing training due to severe financial difficulty and who cannot enter into a payment arrangement, the learner may make application for fees and charges to be waived. The learner cannot commence training until this application is made and approved. The decision to waive or reduce fees based on financial difficulty is one that will be made by the Branch Director and Guild Training Manager.</p> <p>Decisions to reduce or waive or to not reduce or waive fees should be recorded in the learner's records and should be made in consideration of any government funding requirements. Decisions are appealable under the RTO appeals processes</p> | State Branches |
| <p>Learners who are experiencing short-term financial difficulties can make application prior to the commencement of the course to pay by instalments on the basis that a minimum deposit (to be determined by the State Branch) is paid to secure enrolment. A written agreement shall be signed that sets out the agreed terms and conditions.</p> <p>Payment plan agreements should be recorded in the learner's records and should be made in consideration of any government funding requirements.</p> | State Branches |
| <p>FEE PROTECTION MEASURES Guild Training does not collect fees exceeding \$1500 from a learner and therefore does not hold financial assurance or tuition assurance. Guild Training State Branches have adopted fee payment schedules to ensure that it does not hold more than \$1500 in prepaid fees from any learner at any time.</p> <p>The State Branch is only required to protect prepaid fees from individual learners, this includes the learner, parent or individual paying the fees. Where the fees are being paid by the learner's employer or other third party (job network provider, school), these requirements do not apply.</p> <p>In establishing payment plans for learners, State Branches should base the plan on the release of resources to the learner. State Branches need to monitor this and be able to produce evidence to demonstrate the allocation and access the learner has to the resources.</p> <p>This could be demonstrated through marketing and enrolment material that includes fee schedules that, collectively, show Guild Training does not require more than \$1500 to be prepaid for any course.</p> | State Branches |
| <p>INFORMATION ON FEES State Branch must provide or direct the learner to information prior to enrolment of the commencement of training and assessment, whichever comes first, specifying:</p> | National Office State Branches |

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| <ul style="list-style-type: none">• All relevant fee information including:<ul style="list-style-type: none">○ Fees that must be paid to the State Branch, and○ Payment terms and conditions including deposits and refunds• The learner's rights as a consumer, including but not limited to any statutory cooling-off period, if one applies• The learner's right to obtain a refund for services not provided by the State Branch in the event the arrangement is terminated early, or the State Branch fails to provide the agreed services <p>Guild Training will ensure:</p> <ul style="list-style-type: none">• Pre-enrolment information provided to students includes fee protection.• There is suitable evidence to ensure compliance against these areas, such as: invoices to students / employers, payment forms and terms and condition declarations. | |
| Copies of all relevant documents including invoices and payment schedules are to be maintained in the learner's file. | State Branches |

Associated documentation

Pre-Enrolment Handbook

Enrolment Forms

Learner/Supervisor Handbook

Payment Forms including Terms and Conditions

Related topics

Authority

National Training Manager – 15.03.2009

National Training Manager – 15.06.2010

National Training Manager – 29.07.2011

Academy Compliance Manager – 04.10.2012

Academy Compliance Manager – 21.10.2013

Academy Compliance Manager – 18.06.2014

Head – Guild Learning and Development – 15.11.2016

Head – Guild Learning and Development – 09.11.2019

RTO Compliance Manager – Membership, Learning and Development – 28.04.2020

National RTO Compliance Manager – 06.09.2022

National RTO Compliance Manager – 07.12.2022