

## Schedule of Fees and Charges

Pinnacle Training is a Registered Training Organisation (RTO Code: 45416) and operates in accordance with applicable legislation and the Standards for Registered Training Organisations 2015. Pinnacle Training charges 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.

### **When and how do I pay?**

Fees are payable on commencement of the course. Where an invoice is issued the payment is required no later than 14 days. Payment methods include direct deposit, cheque or credit card.

### **Can I get a refund?**

Yes - If you give notice to cancel your enrolment 10 business days or more prior to the commencement of a program you will be entitled to a full (100%) refund of fees paid.

If you give notice to cancel your enrolment 9 business days or less prior to the commencement of a program you will be entitled to a 75% refund of fees paid. The amount retained (25%) by Pinnacle Training is required to cover the costs of staff and resources which will have already been committed based on your initial intention to undertake the training.

If you give notice to cancel your enrolment after a training program has commenced, you will not be entitled to a refund of fees. Discretion may be exercised by the Chief Executive Officer if there is extenuating or significant personal circumstances that led to your withdrawal.

### **Our guarantee to you**

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

### **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.

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

Yes – Pinnacle Training has a responsibility to protect the fees paid by students. To meet this need, Pinnacle Training will only accept an initial payment of no more than \$1,500 from each student prior to the commencement of their course. This fee protection arrangement complies with national standards designed to limit the amount paid by a student in advance of services being delivered.

### **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**

Pinnacle Training 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. Students then have within the 28 days to submit an appeal from the date they were informed of the decision. Further information about appealing a decision is contained in the section relating to complaints and appeals handling.

### **Responsibility for training quality**

Pinnacle 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.

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

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### Courses Offered

RIIWH5202D Enter and work in confined spaces	\$285
RIIWH5204D Work safely at heights	\$285
TLILIC0003 Licence to operate a forklift truck	Training \$450 Assessments \$250
TLILIC0005 Licence to operate a boom-type elevating work platform (boom length 11 metres or more)	Training \$450 Assessments \$250
RIIHAN203D Conduct lifting operations	Training \$400 Assessment \$200
RIIHAN309F Conduct telescopic materials handler operations	Training \$400 Assessment \$200
RIIMPO318F Conduct civil construction skid steer loader operations	Training \$400 Assessment \$200
RIIMPO320F Conduct civil construction excavator operations	Training \$400 Assessment \$200
RIIMPO321F Conduct civil construction wheeled front end loader	Training \$400 Assessment \$200
RIIHAN301E Operate elevating work platform	Training \$400 Assessment \$200
HLTAID003 Provide first aid and HLTAID001 Provide cardiopulmonary resuscitation	\$150
HLTAID001 Provide cardiopulmonary resuscitation	\$70
UETTDRRF06B Perform rescue from a live LV panel and HLTAID001 Provide cardiopulmonary resuscitation	\$130
MSMPER300 Issue work permits and MSMWHS201 Conduct hazard analysis	\$380
CPCWHS1001 Prepare to work safely in the construction industry	\$120
Health and Safety Representative – 5 day	\$780
Health and Safety Representative – Refresher	\$350

### Notes

- All training tuition fees are exempt from the payment of GST - No GST included.
- All fees must be paid in full before students can be issued with any AQF Certificate relating to their achievements.
- Student should refer to the course brochure to identify the cluster outline within each course.

### Other Fees and Charges

Item	Cost
Copy Fee : required where a student requests a photocopy of their student record	\$10.00 (Incl. GST)
Re-issuing an AQF certificate	\$40.00 (Incl. GST)
Re-assessment fee for High Risk Work Licence Units	\$300.00 (GST exempt)
<p><b>Note:</b> Students will be offered two (2) assessment opportunities during a normal training program for each assessment event. The re-assessment fee will only apply if the student chooses to persist in order to demonstrate competence. The re-assessment service includes individual re-training to prepare the student for the re-assessment.</p>	