PINNACLE TRAINING PTY LTD

33 Tozer Street
Gympie, QLD, 4570
(07) 5481 2228
www.pinnacle-training.com.au
admin@pinnacle-training.com.au
RTO No. 45416

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 with in 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

RIIWHS202E Enter and work in confined spaces	**$310**
RIIWHS204E Work safely at heights	**$310**
TLILIC0003 Licence to operate a forklift truck - Logbook	**$700**
TLILC0003 Licence to operate a forklift truck fast track	**$900**
TLILIC0003 Licence to operate a forklift truck logging day	**$150**
TLILIC0005 Licence to operate a boom-type elevating work platform (boom length 11 metres or more)	**$700**
TLILIC0005 Licence to operate a boom-type elevating work platform fast track (boom length 11 metres or more)	**$900**
RIIHAN203E 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	**$950pp**
RIIMPO320F Conduct civil construction excavator operations	**$950pp**
RIIMPO321F Conduct civil construction wheeled front end loader	**$ 600pp**
RIIHAN301E Operate elevating work platform	**$500**
HLTAID011 Provide first aid and HLTAID009 Provide cardiopulmonary resuscitation	**$150**
HLTAID009 Provide cardiopulmonary resuscitation	**$70**
UETDRMP007 Perform rescue from a live LV panel, HLTAID009 Provide cardiopulmonary resuscitation and UEECD0007 Apply Health work health & safety regulations	**$180**
MSMPER300 Issue work permits and MSMWHS201 Conduct hazard analysis	**$380**
CPCWHS1001 Prepare to work safely in the construction industry	**$150**

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Health and Safety Representative – 5 day	**$810**
Health and Safety Representative – Refresher	**$350**
Delivered by Asta RTO#31472	
RIIWHS205E, RIICOM201E, RIIWHS201E – Control Traffic with a STOP/SLOW bat	**$550 *other fees may apply**
RIIRIS201E, RIIERR205D, RIIERR302E, RIIG0V201E, RIIWHS201E, RIICOM201E – Standard 11 – Surface	**$810**
CPCCLDG3001 – Licence to perform dogging	**$1410 + part slew crane hire**
MSMWHS217 – Gas test Atmosphere	**$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 Issue of statement of attainment card	$10.00 (Incl. GST) $16.50 (incl.GST)
Re-issuing an AQF certificate	$44.00 (Incl. GST)
Re-assessment fee for High-Risk Work Licence Units	$300.00 (GST exempt)
Forklift or Ewp refresher	$350pp (Incl.Gst)
Travel charge (Free within 50km radius) *Subject to change within certain circumstances	$0.95 per km
Note: 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. The Rto reserves the right to vary fees and charges at any time. Fees may change due to updates in training package requirements, operational costs, or regulatory obligations, where minimum course numbers are not met, fees may be adjusted or negotiated to ensure the course remains viable. All learners will be advised of any changes prior to course commencement.	