

# QUEENSLAND FEE INFORMATION

*Government-Subsidised and Fee for Service Courses*



Workplace  
Training  
Strategies

RTO ID 21859

# USER CHOICE PROGRAM

Workplace Training Strategies can offer government subsidised training under the Queensland Vet investment plan as a Pre-qualified supplier. There are a number of different programs available with varying eligibility requirements.

## User Choice Program (apprenticeship and traineeship funding)

The User Choice program provides public funding for the delivery of accredited, entry level training to apprentices and trainees, including school based apprentices and trainees.

The User Choice program works in conjunction with the Commonwealth Australian Apprenticeships System, under which apprentices and trainees (also known in some areas as “Australian Apprentices”) enter into legally binding training contracts with their employers and receive structured training to achieve a nationally recognised qualification. The Queensland User Choice program enables apprentices, trainees and their employers to select a preferred Registered Training Organisation (RTO) from a list of Pre-qualified Suppliers for the delivery of accredited training to meet their specific needs.

### Who is eligible?

To be eligible to receive government subsidised training under the User Choice program, the apprentice or trainee must:

- Be employed in an approved apprenticeship or traineeship
- Have entered a training contract for a qualification funded by the government
- Have selected a training provider that is a pre-qualified supplier (a government approved training provider)

### How many courses can I do?

Apprentices and trainees can only receive one government contribution for a User Choice funded qualification at any single point in time i.e. a student is not funded to undertake two school – based traineeships at the same time. You need to make an informed decision about what qualifications you want to complete since you will only be funded twice under the User Choice program. Please note that you would not be funded for completing two qualifications at the same time. Once you have accessed two funding contributions, no additional funding will be available through the current User Choice program. You can receive no more than 2 government funding contributions under the User Choice, so be careful that the qualifications that you choose best match your needs.

### What are SATs?

School-based apprenticeships and traineeships (SATs) are designed to support post school career goals by providing students with a clear pathway from school to employment after school. School-based apprentices and trainees undertake an apprenticeship or traineeship as part of their high school studies. A school based apprentice and trainees’ employment and/or training arrangements must impact on their school timetable for the program to be considered ‘school based’. Apprenticeships or traineeships which do not have an impact on the student’s school timetable are not a SAT.

SATs allow high school students, generally in Years 10,11 and 12 to work for an employer and train towards a recognised qualification whilst completing their secondary schooling and studying for their Queensland Certificate of Education (QCE) and/or Overall Position (OP) score.

SATs help young people go places, whether that’s a full time job, a trade career, university, TAFE or other training.

### Who pays what?

All trainees and apprentices except SATs are required to pay tuition fees. This amount is determined by the state government each year. Depending on the priority of the qualification you wish to complete, if the Government’s contribution does not meet the full cost of training offered by us, then additional contributions from your employer/industry may be negotiated. We will always advise you and/ or your employer in advance if there is an additional contribution required. Mandatory tuition fees are further explained in this guide under Fees and Charges.



Government



Employer



You



Workplace  
Training  
Strategies

Training may be delivered with State and Commonwealth funding, depending on eligibility. Students with disabilities are encouraged to apply

# USER CHOICE PROGRAM

## What will it cost me?

As long as you meet the eligibility criteria under the User Choice program, the Queensland Government will make a contribution.

The investment priority or importance of the training determines the size of the government subsidy. Training in vocational areas that align with important economic and industry skills needs will receive a higher government subsidy. A higher subsidy will also be paid to support participation by disadvantaged learners.

Given the benefits that training provides to individuals, students undertaking training are required to contribute to the costs of their training through a co-contribution fee. The amount of your out-of-pocket expense will vary depending on the course you undertake and the training provider you choose. The fee may be paid on your behalf by an employer or another third party, but cannot be paid by the training provider.

Code	Qualification Code (Course Name)	Group	Funding Priority	Free Training for year 12 graduates	Funded by Queensland Government					Employer Contribution Range (only applicable to Priority 2 or 3 in the QLD Skills Shortage List)	Student Contribution for Tuition in per hour \$		Student Contribution in Tuition in Total \$	
					NCVER-Funded Hours	WTS Nominal hours	No. Funded Units	Government Subsidy for Priority Population Groups \$	Government Subsidy for all other students including SATs \$		Non Concession per hour \$	Concession per hour \$	Non Concession Total Cost \$	Concession Total Cost \$
FBP20117	Certificate II in Food Processing Op1	Traineeship	PRI2	NO	440	440	13	\$4,760	\$4,165	\$400 - \$700	\$54.15	\$21.67	\$704.00	\$281.60
FBP20217	Certificate II in Baking	Traineeship	PRI2	NO	480	500	11	\$4,760	\$4,165	\$500 - \$800	\$72.73	\$29.09	\$800.00	\$320.00
FBP30317	Certificate III in Cake and Pastry	Apprenticeship	PRI1	YES	1025	1080	15	\$7,850	\$7,850	N/A	\$115.20	\$46.08	\$1,728.00	\$691.20
FBP30417	Certificate III in Bread Baking	Apprenticeship	PRI1	YES	965	960	14	\$6,850	\$6,850	N/A	\$109.71	\$43.89	\$1,536.00	\$614.40
FBP30517	Certificate III in Baking	Apprenticeship	PRI1	YES	1577	1520	19	\$9,710	\$9,710	N/A	\$128.00	\$51.20	\$2,432.00	\$972.80
SIR20216	Certificate II in Retail Services	Traineeship	PRI3	NO	350	355	12	\$2,810	\$2,108	\$300 - \$600	\$47.33	\$18.93	\$568.00	\$227.20
SIR30216	Certificate III in Retail	Traineeship	PRI3	NO	395	425	13	\$2,810	\$2,108	\$400 - \$700	\$52.31	\$20.92	\$680.00	\$272.00
SIT10216	Certificate I in Hospitality	Traineeship	PRI1	NO	102	142	6	\$1,200	\$1,200	N/A	\$37.87	\$15.15	\$227.20	\$90.88
SIT20316	Certificate II in Hospitality	Traineeship	PRI3	NO	262	387	12	\$2,930	\$2,198	\$300 - \$700	\$51.60	\$20.64	\$619.20	\$247.68
SIT30616	Certificate III in Hospitality Op 1	Traineeship	PRI3	NO	440	522	15	\$3,790	\$2,843	\$500 - \$800	\$55.68	\$22.27	\$835.20	\$334.08
SIT30616	Certificate III in Hospitality Op 2	Traineeship	PRI3	NO	440	522	15	\$3,790	\$2,843	\$500 - \$800	\$55.68	\$22.27	\$835.20	\$334.08
SIT30616	Certificate III in Hospitality Op 3	Traineeship	PRI3	NO	440	365	15	\$3,790	\$2,843	\$500 - \$800	\$38.93	\$15.57	\$584.00	\$233.60

Priority Population Groups (PPG) are those declared on the national Apprenticeship/Traineeship Contract, such as individuals of Aboriginal or Torres Strait Islander origin, individuals from a non-English speaking background and individuals with a disability, impairment or long-term condition.

Individuals identified as belonging to a PPG undertaking a Priority Two or Priority Three qualification will receive 100 per cent of the government contribution.

The Employer contribution fee is charged in addition to the Student Contribution Fee where the funding priority is identified as priority 2 or 3 on the QLD skills shortage list.

The Employer Contribution Range varies as it takes into account the contribution from the Queensland Government, which is based on priority population group students identify with. Indicative employer contribution amounts are published in the table above.

Any changes to units of competency in a training plan will result in the Student Contribution Fee being recalculated and any adjustments required will be made to either require a further payment or provide a refund.

# USER CHOICE PROGRAM

## Student Contribution Fees - Concessions and Exemptions

Student contribution fees are calculated at \$1.60 per nominal hour for unit of competency

Full Exemption - Student Contribution Fee	Partial Exemption - Student Contribution Fee
<p>Workplace Training Strategies <b>may apply</b> full exemption from the Student Contribution Fee where the student falls into one or more of the following exemption categories:</p> <ul style="list-style-type: none"> <li>• Where payment of the student contribution fee would cause the student extreme financial hardship. If you feel this may apply to your circumstances, please advise us at the time of enrolment to commence the application process.</li> </ul> <p>Workplace Training Strategies <b>will apply</b> full exemption from the Student Contribution Fee where the student falls into one or more of the following exemption categories:</p> <ul style="list-style-type: none"> <li>• Where credit transfer/national recognition has been applied to a Unit of Competency/Module</li> <li>• The student is undertaking a qualification as part of the Skilling Queenslanders for Work- Skills Traineeship program</li> <li>• Where the Participant is a School-based Apprentice or Trainee*</li> </ul> <p><i>*When the student transitions from School Based Traineeship/ Apprenticeship status, any units not yet started will be invoiced at the appropriate per hour User Choice rate.</i></p>	<p>Workplace Training Strategies <b>will apply</b> partial exemption (40% of the Student Contribution) from the Student Contribution Fee where the student falls into one or more of the following exemption categories:</p> <ul style="list-style-type: none"> <li>• The student was or will be under 17 at the end of February in the year in which WTS provides training, and the student is not at school and has not completed year 12</li> <li>• The student holds a health care card or pensioner card issued under Commonwealth law, or is the partner or a dependant of a person who holds a health care card or pensioner concession card, and is named on the card</li> <li>• The student issues Workplace Training Strategies with an official form under Commonwealth law confirming that the student, his or her partner or the person of whom the Participant is a dependant, is entitled to concessions under a health care card or pensioner concession card</li> <li>• The student is an Aboriginal or Torres Strait Islander person.</li> </ul>

## Full Exemption - Fee Free Year 12

Fee-free training is available for Year 12 graduates for training in high priority qualifications identified by the Queensland government and industry groups. To be eligible for fee-free training, the student must meet the above User Choice eligibility criteria and: The evidence could include:

- Have evidence of completing Year 12 in Queensland, for example hold a Queensland Curriculum and Assessment Authority issued Senior Statement or equivalent certification
- Enrol in a high priority qualification under the program with a PQS
- Commencing an apprenticeship/traineeship within 12 months of graduating Year 12 (i.e. by the end of the calendar year after completing Year 12).

## Get the Facts - Information for students

Prior to enrolling all prospective students must read the User Choice information:

<https://desbt.qld.gov.au/training/training-careers/incentives/userchoice>

# CERT 3 GUARANTEE

The Certificate 3 Guarantee supports eligible individuals with access to a subsidized training place in an Australian Qualifications Framework (AQF) certificate III level qualification with a pre-approved registered training organization (RTO) of their choice – otherwise known as a Skills Assure Supplier (SAS)

## Who is eligible?

To be eligible to enrol in the Certificate III Guarantee, prospective students must:

- Be aged 15 years or older;
- Be no longer at school (with exception of school students in Years 10,11 and 12 undertaking a VET in School (VETiS) program – see the VETiS fact sheet for more information);
- Permanently reside in Queensland;
- Be an Australian citizen, Australian permanent resident (includes humanitarian entrant), temporary resident with the necessary visa and work permits on the pathway to permanent residency, or a New Zealand citizen; and
- not hold, and not be enrolled in, a certificate III or higher-level qualification, not including qualifications completed at school and foundation skills training.

Current apprentices and trainees are not eligible to undertake training under the Certificate 3 Guarantee without prior written approval by the Department.

In addition to the standard eligibility requirements, specific restrictions and/or exemptions may apply to participation in certain subsidised qualifications. Any additional eligibility requirements will be based on industry advice or requirements under the relevant national training package and will be detailed in the Priority Skills List.

## Other priority students

The Queensland Government may operate other cohort-specific programs or initiatives where participants access their training through the Certificate 3 Guarantee, which include:

1. Skilling Queenslanders for Work (SQW)
2. Young people aged under 25
3. Strategic Industry Initiatives

Employment status does not matter – a participant can be unemployed and seeking work, or working on a full-time or casual basis. There are no minimum education requirements, other than the standard entry requirements specified for the selected qualification.

*(Note: Certificate III qualifications completed at secondary school are not counted.)*

## How many courses can I do?

An individual is eligible to enrol and commence a maximum of ONE government subsidised course and will no longer be eligible for a subsidised training place under the Certificate 3 Guarantee Program once they have completed the Certificate III qualification. As such we encourage you to think carefully about the course you choose. You want this great opportunity to help you achieve your employment goals and achieve the job outcome you want

Code	Qualification Code (Course Name)	Funded by Queensland Government					Student Contribution for Tuition in per Unit \$		Student Contribution in Tuition in Total \$		Student Contribution for Materials
		NCVER Nominal Hours	WTS Nominal Hours	Funded No. of Units	Government Subsidy for Non Concession	Government Subsidy for Concession \$	Non Concession per Unit \$	Concession per Unit \$	Non Concession Total Cost \$	Concession Total Cost \$	
FBP20217	Certificate II in Baking	480	500	11	\$3,216	\$4,020	\$27.27	\$10.91	\$300	\$120	N/A
SIR20216	Certificate II in Retail Services	350	355	12	\$1,920	\$2,400	\$25.00	\$10.00	\$300	\$120	N/A
SIR30216	Certificate III in Retail	395	425	13	\$1,794	\$2,392	\$23.08	\$9.23	\$300	\$120	N/A
SIT20316	Certificate II in Hospitality	262	387	12	\$1,936	\$2,420	\$25.00	\$10.00	\$300	\$120	N/A
SIT30316	Certificate III in Hospitality Op 1	440	522	15	\$2,576	\$2,898	\$20.00	\$8.00	\$300	\$120	N/A
SIT30316	Certificate III in Hospitality Op 2	440	522	15	\$2,576	\$2,898	\$20.00	\$8.00	\$300	\$120	N/A
SIT30316	Certificate III in Hospitality Op 3	440	365	15	\$2,576	\$2,898	\$20.00	\$8.00	\$300	\$120	N/A

# CERT 3 GUARANTEE

## What will it cost me?

As long as you meet the eligibility criteria under the Certificate 3 Guarantee, the Queensland Government will subsidise the training costs for a range of Certificate III courses. Students undertaking a qualification will be required to contribute to the cost of the course with the Student Contribution Fee, which includes tuition fees, services fees and material fees for both concessional and non-concessional.

*The fee may also be paid on your behalf by an employer or a third party if applicable, but cannot be paid or waived by WTS (whether directly or indirectly), unless approved in writing by the department.*

*The only exceptions to the fee condition are:*

- *SQW participants - this training is provided fee-free to students with any additional costs met through SQW funding.*
- *Queensland year 12 graduates undertaking high priority qualifications - this training is provided fee-free to students*
- *VETiS students - this training is provided fee-free to students with any additional costs met by the school.*
- *foundation skills - this training can be provided fee-free to students, as determined by the PQS*
- *lower-level vocational qualifications for concessional students – this training can be provided fee-free to students, as determined by the PQS*

## Student Contribution Fees – Concessions and Exemptions

Workplace Training Strategies will apply partial exemption (40% of the Student Contribution) from the Student Contribution Fee where the student falls into one or more of the following exemption categories:

- Persons and dependents of persons holding a Pensioner Concession Card or Health Care Card
- You can provide an official form under Commonwealth law confirming that you, his or her partner or the person of whom you are a dependent, is entitled to concession under a Health Care or Pensioner Card
- You are an Aboriginal or Torres Strait Islander person
- You are a school student and enrolled in a VETiS program (may include youth in detention)
- You have a disability
- You are an adult prisoner

## Full Exemption – Fee Free Year 12 #

Fee-free training is available for Year 12 graduates for training in high priority qualifications identified by the Queensland government and industry groups. To be eligible for fee-free training, the student must meet the above Certificate 3 Guarantee eligibility criteria and:

- Have evidence of completing Year 12 in Queensland, for example hold a Queensland Curriculum and Assessment Authority issued Senior Statement or equivalent certification
- Enrol in a high priority qualification under the program with a Pre-Qualified Supplier
- Commence training within 12 months of graduating Year 12 (i.e. by the end of the calendar year after completing Year 12).

## What proof of eligibility do I need to show for concession?

Prior to the commencement of training students eligible for a concessional course fee must provide a certified copy or present the original for one of the below:

- A current Pensioner Concession Card or Health Care Card
- An official form under Commonwealth law confirming that you, his or her partner or the person of whom you are a dependant, is entitled to concessions under a Health Care or Pensioner concession card
- Self-declaration on the enrolment form that you are an Aboriginal or Torres Strait Islander
- Pensioner concession card or other documentation verifying that the holder has a disability
- Formal signed confirmation from the place of incarceration for an adult prisoner

*Training may be delivered with State and Commonwealth funding, depending on eligibility. Students with disabilities are encouraged to apply*



# HIGHER LEVEL SKILLS

## Higher Level Skills

The Higher Level Skills program aims to assist individuals to gain the higher-level skills required to secure employment or career advancement in a priority industry, or to transition to university to further their studies. Are you eligible to participate? This program is open to any Queensland resident aged 15 years or over, who is no longer at school and is an Australian or New Zealand citizen, or Australian permanent resident (including humanitarian entrants), or a temporary resident with an eligible visa and sub class on the pathway to permanent residency. Prospective students must not have or be enrolled in a certificate IV or higher-level qualification, not including qualifications completed at school and foundations skills training.

### Who is eligible?

To be eligible to enrol in the Higher Level Skills program, prospective students must:

- You must be an Australian citizen, Australian permanent resident (includes humanitarian entrants), temporary resident with the necessary visa and work permits on the pathway to permanent residency or a New Zealand citizen.
- Permanently reside in Queensland (Proof of residency will be required.)
- you must be 15 years or older and no longer at school.
- You must not hold or be enrolled in a Certificate IV or higher level qualification, not including qualifications completed at school and foundations skills training.

### How many courses can I do?

Eligible individuals can only access one government subsidised training place under the Higher Level Skills program, irrespective of whether they choose to undertake a qualification or skill set. Subsidised qualifications and skill sets align to the skills needs of industry and Queensland's economy, and support employment opportunities. The government will pay a higher concessional subsidy to encourage and support participation by disadvantaged students.

### What will it cost me?

As long as you meet the eligibility criteria under the Higher Level Skills program, the Queensland Government will subsidise the training costs for a range of qualifications. Students undertaking a qualification will be required to contribute to the cost of the course with the Student Contribution Fee which includes tuition fees, service fees and material fees for both concessional and non-concessional students. The fee may also be paid on your behalf by an employer or a third party if applicable.

Code	Qualification Code (Course Name)	Free Training for Year 12 Graduates	Funded by Queensland Government					Student Contribution for Tuition in per Unit \$		Student Contribution in Tuition in Total \$		Student Contribution for Materials
			NCVER Nominal Hours	WTS Nominal hours	No. Funded Units	Government Subsidy for Non Concession	Government Subsidy Concession	Non Concession per Unit \$	Concession per Unit \$	Non Concession Total Cost \$	Concession Total Cost \$	
SIR40316	Certificate IV in Retail Management		400	390	11	\$1,680	\$2,340	\$45.45	\$18.18	\$500.00	\$200.00	N/A
SIT40416	Certificate IV in Hospitality		750	805	21	\$4,508	\$5,474	\$23.81	\$5.71	\$300.00	\$120.00	N/A



**Workplace Training Strategies**

*Training may be delivered with State and Commonwealth funding, depending on eligibility. Students with disabilities are encouraged to apply*



# HIGHER LEVEL SKILLS

## Student Contribution Fees - Concessions and Exemptions

### Partial Exemption - Student Contribution Fee

Workplace Training Strategies **will apply** partial exemption (40% of the Student Contribution) from the Student Contribution Fee where the student falls into one or more of the following exemption categories:

- Persons and dependents of persons holding a Pensioner Concession Card or Health Care Card
- You can provide an official form under Commonwealth law confirming that you, his or her partner or the person of whom you are a dependent, is entitled to concession under a Health Care or Pensioner Card
- You are an Aboriginal or Torres Strait Islander person
- You are a school student and enrolled in a VETiS program (may include youth in detention)
- You have a disability
- You are an adult prisoner

### What proof of eligibility do I need to show for concession?

Prior to the commencement of training students eligible for the concessional course fee must provide a certified copy or present the original for one of the below:

- A current Pensioner Concession Card or Health Care Card issued under Commonwealth law or is the partner of a person who holds a Health Care or Pensioners Concession Card and is named on the card
- An official form under Commonwealth law confirming that you, his or her partner or the person of whom you are a dependant, is entitled to concessions under a Health Care or Pensioner concession card
- Self-declaration on the enrolment form that you are an Aboriginal or Torres Strait Islander
- Pensioner concession card or other documentation verifying that the holder has a disability
- Formal signed confirmation from the place of incarceration for an adult prisoner

### Get the Facts - Information for students

Prior to enrolling all prospective students must read the Higher Level Skills fact sheet:

<http://www.qld.gov.au/education/training/subsidies/higher>

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# FEES & CHARGES

## All Programs

### When will fees and charges be invoiced?

Student Contribution Fees will be calculated at the sale of the qualification to the employer/student. A Service agreement will be sent out prior to enrolment for the student and signed off by the employer and WTS Authorised Delegate. The Employer will be invoiced after the student has been enrolled within a 2 week period. The Student Contribution fee must be paid within 14 days of the invoice being issued.

### Are there any additional fees?

The only additional fee that may apply is for the reissuance of Certificates or Statements of Attainment should you lose your original. The cost for reissuance is \$ 20.00 and will need to be paid prior to a Certificate or Statement of Attainment being reissued.

### Student Employment Survey

When accessing a Queensland Government subsidised training place, it is a requirement that students must complete a 'Student Training and Employment Survey' within three (3) months of completing or discontinuing their training.

## Fee for Service (FFS)

If you are not eligible under any of the government funded initiative you can still complete this course through fee for service (concessions do not apply for fee for service). Monthly payment plans are available.

Course Code	Course Title	Payment Schedule		Indicative FFS Cost
		Due at 30 Days*	Due at 6 Months*	
BSB42015	Certificate IV in Leadership and Management	\$1000.00	\$2000.00	\$3000.00
BSB51915	Diploma of Leadership and Management	\$1000.00	\$3000.00	\$4000.00
FBP20117	Certificate II in Food Processing	\$1000.00	\$2700.00	\$3700.00
FBP20217	Certificate II in Baking	\$1000.00	\$3500.00	\$4500.00
FBP30117	Certificate III in Food Processing	\$1000.00	\$6000.00	\$7000.00
FBP30317	Certificate III in Cake & Pastry	\$1000.00	\$8880.00	\$9880.00
FBP30417	Certificate III in Bread Baking	\$1000.00	\$8100.00	\$9100.00
FBP30517	Certificate III in Baking	\$1000.00	\$8880.00	\$9880.00
FBP30617	Certificate III in Food Processing (Sales)	\$1000.00	\$2000.00	\$3000.00
SIR20216	Certificate II in Retail Services	\$1000.00	\$500.00	\$1500.00
SIR30216	Certificate III in Retail	\$1000.00	\$500.00	\$1500.00
SIT40316	Certificate IV in Retail Management	\$1000.00	\$2000.00	\$3000.00
SIT20316	Certificate II in Hospitality	\$1000.00	\$500.00	\$1500.00
SIT30616	Certificate III in Hospitality	\$1000.00	\$1500.00	\$2500.00
SIT40416	Certificate IV in Hospitality	\$1000.00	\$3500.00	\$4500.00

\* From enrolment date



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# COURSE INFORMATION

## 2021 Course Information

Course Code	Course Title	Estimated Duration - Months		Location	Delivery Mode
		School Based Trainees Only	All Other Students		
<b>Traineeships and Apprenticeships</b>					
BSB42015	Certificate IV in Leadership and Management	N/A	10 months	Workplace based	Face to face*
BSB51918	Diploma of Leadership and Management	N/A	12 months	Workplace based	Face to face*
FBP20117	Certificate II in Food Processing	12 months	8 months	Workplace based	Face to face*
FBP20217	Certificate II in Baking	12 months	12 months	Workplace based	Face to face*
FBP30117	Certificate III in Food Processing	12 months	10 months	Workplace based	Face to face*
FBP30317	Certificate III in Cake & Pastry	48 months	30-36 months	Workplace based	Face to face*
FBP30417	Certificate III in Bread Baking	48 months	30-36 months	Workplace based	Face to face*
FBP30517	Certificate III in Baking	48 months	30-36 months	Workplace based	Face to face*
FBP30617	Certificate III in Food Processing (Sales)	12 months	10 months	Workplace based	Face to face*
SIR20216	Certificate II in Retail Services	12 months	12 months	Workplace based	Face to face*
SIR30216	Certificate III in Retail	12 months	9 months	Workplace based	Face to face*
SIR40316	Certificate IV in Retail Management	N/A	9 months	Workplace based	Face to face*
SIT20316	Certificate II in Hospitality	12 months	10 months	Workplace based	Face to face*
SIT30616	Certificate III in Hospitality	12 months	12 months	Workplace based	Face to face*
SIT40416	Certificate IV in Hospitality	N/A	12 months	Workplace based	Face to face*
<b>Classroom Based Programs</b>					
FBP20117	Certificate II in Food Processing - Academy	N/A	17 Weeks	Classroom	Face to face*
FBP30117	Certificate III in Food Processing - Academy	N/A	26 Weeks	Classroom	Face to face*

### Delivery modes \*

All Apprenticeship and Traineeship training is a blended delivery model, which is a combination of remote and face to face learning. 60% of the program will be delivered remote and 40% face to face for all qualifications.

All reading materials are provided to learners via our online Student Portal. If requested, these can be provided to the student in hard copy for an additional cost.

### Delivery Locations

Apprenticeships and Traineeships

Remote sessions will be conducted via Zoom, we encourage the student to be in the workplace, where possible while doing these sessions. Face to face sessions will be arranged at a convenient location close or in your workplace (qualification dependent)

# CANCELLATIONS & REFUNDS

## Cooling Off Period

The eligibility requirements of the various programs under the Queensland Vet investment plan state that a student is only eligible to access funding for a limited number of courses under each program. To ensure a student is not disadvantaged by these criteria we provide a 48 hour cooling off period, if the student approached WTS for his/her training. WTS will refund the full enrolment fee providing we receive written advice of withdrawal within 48 hours from the date of enrolment.

The student is entitled to up to 10 business days cooling off period if they have evidence that they have been approached for enrolment in an unsolicited manner (i.e. door to door sales person, telemarketer or approached in a shopping centre)

## Cancellation of services

In the event that WTS cancels the course prior to commencement; terminates the course after commencement, and/or fails to provide the agreed services a full enrolment fee refund will be provided. All refunds will be paid to the person, organisation or third party who made the original payment of fees

## Changes to agreed services

WTS will advise the student as soon as practicable of any 'changes to the agreed services' these changes will include any changes in ownership of WTS, if WTS or a third party delivering training & assessment on its behalf, closes or ceases to deliver any part of the training product that the learner is enrolled

## Cancellation and refund policy

### GOVERNMENT SUBSIDISED TRAINING

If a student provides written notice of cancellation/withdrawal from a government funded training program at any point prior to the commencement and delivery of scheduled training, WTS will refund any tuition fee paid by or on behalf of the student.

If a student cancels/withdraws from a government funded training program at any point after the commencement and delivery of scheduled training, WTS will REFUND ONLY THE PORTION OF THE TUITION and material fee applicable to that part of the training which has not been commenced and/or completed. The refund will be calculated at the 'total tuition fee' divided by the 'student contact hours' for all units/electives that have not been commenced and/or completed. The cancellation fee will not exceed the initial enrolment fee charged.

Written notice and/or a WTS Cancellation Form completed with date of cancellation/withdrawal must be received by Workplace Training Strategies within 2 weeks, (14 days) from the student's cancellation/withdrawal date. Refund of fees will be calculated from this date. A copy of the WTS cancellation form can be obtained from your WTS representative or office.

### Example: Certificate III in Food Processing

- Tuition fee \$1000, Total contact hours for the program is 710 hours.
- The contact hourly rate is calculated: enrolment fee \$1000 divided by the 'total contact hours' 710 = \$1.40 per student contact hourly rate.
- The student cancels from the program.
- The student has commenced and/or completed units totaling 112 student contact hours.
- 598 student contact hours have not been commenced and/or completed
- The refund is calculated by the student contact hours not commenced/completed x the student contact hourly rate 598 hours x \$1.40 hourly rate = \$837.00. A refund of \$837.00 would be applicable.

### FEE FOR SERVICE

Unless specified on an individual service agreement, a trainee who withdraws from a fee for service training program by written notice and three months from commencement or earlier, will be charged only 50% of the tuition fee.

Unless specified on an individual service agreement, a trainee that withdraws from a Fee for Service training program by written notice and three months after commencement or later will not be eligible for a refund.

*If a student has been granted Credit Transfer (CT) or Recognition of Prior Learning (RPL) for any unit/elective, certified documentation must be provided. The enrolment fee will be adjusted accordingly based on the nominal hours allocated for the unit/elective in the purchasing guide. Please discuss with your WTS representative.*