FEES AND CHARGES PROCEDURE

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Connect 'n' Grow®
A WORLD WHERE HEALTH PATHWAYS HAPPEN THROUGH QUALITY EDUCATION
RTO 40518

Table of Contents

1. SCOPE

This document covers all Connect 'n' Grow® (CnG) operations throughout Australia as detailed on the National Register as training.gov.au, number 40518.

2. OBJECTIVE

The objective of this document is to ensure CnG provide clear and accurate information regarding fees and charges, including any changes, concerning CnG training products to VET students in an easily accessible and timely manner.

3. RATIONALE

The rationale of this procedure is to outline fees, charges and process for all programs across CnG.

4. ROLES & RESPONSIBILITIES

It is the responsibility of the Head of Corporate Services (HoCS) in consultation with the GM and Head of Schools Relationships (HoSR) to review this document as and when there are any changes to fees and charges to VET students.

5. REFERENCES & DEFINITIONS

5.1. Definitions

Fees and Charges   Fees and charges associated with secondary student participation in a CnG certificate qualification. This can include student fees, course resources, student services, Trainer RPL, Licence Fees, and assessment services.
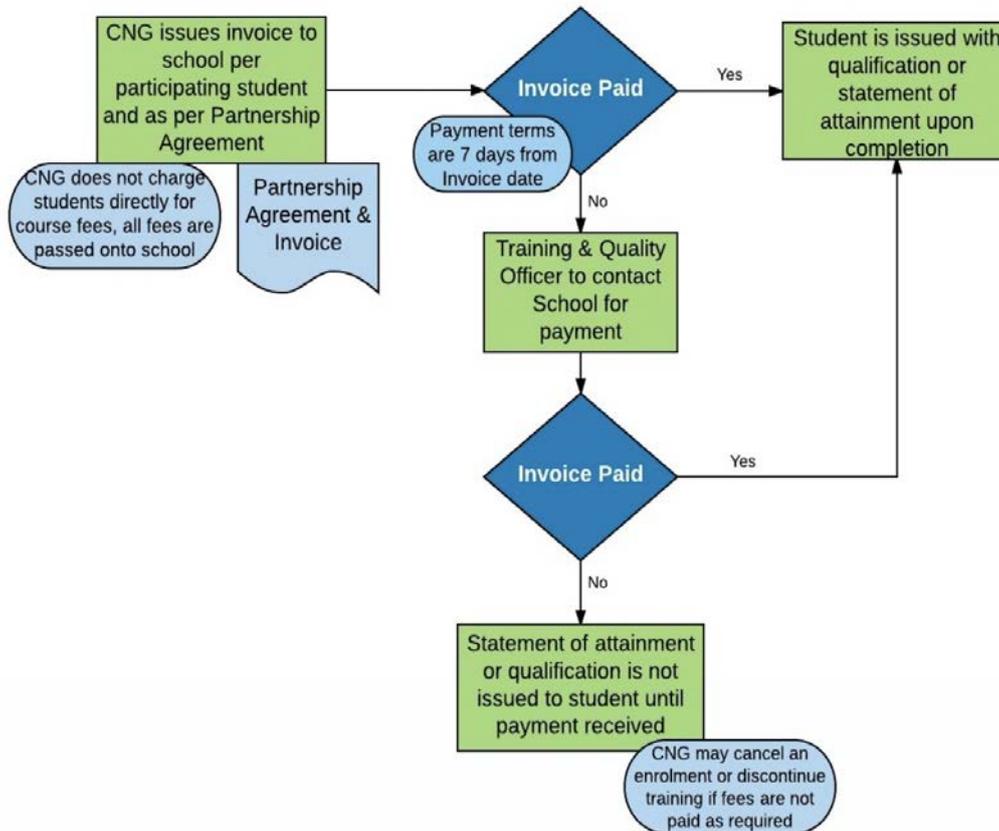
5.2. Internal References

Connect 'n' Grow ® Website
Student Management Procedure	CnG/NAT/AD/SOP-05
Student Application for a Refund Form	CnG/NAT/AD/SOP-05_Form07
Communication Procedure	CnG/NAT/AD/SOP-14
Business Development & Marketing Procedure	CnG/NAT/BD/SOP-01
Quality & Compliance Procedure	CnG/NAT/QC/SOP-02
Training, Learning & Professional Development Procedure	CnG/NAT/TD/SOP-01

5.3. External References

AS ISO 21001:2019 Educational organisations – Management systems for educational organisations
NVETR National Vocational Education and Training Regulator (Outcome Standards for NVR Registered Training Organisations) Instrument 2025
Standards for NVR RTOs: Outcome Standards (Policy Guidance March 2025)
Standards for NVR RTOs: Compliance Requirements 2025
Standards for NVR RTOs: Credential Policy 2025

6. PROCEDURE FLOWCHART

7. PROCEDURE CONTENT

The information regarding fees and charges is to be easily accessible to VET students and other interested parties:

- All fees, costs and charges associated with the provision of the training product which VET students may incur, including payment terms and conditions, any applicable refund policies and the availability of any relevant government training entitlements and subsidies;

- Any obligations or liabilities which may be imposed on VET students undertaking the training product, including any obligations requiring VET students to acquire any materials, equipment or IT, any costs and processes associated with withdrawing from training, and costs and processes associated with obtaining a Student Identifier, and any requirements for VET students to undertake work placements;

- CnG provide all VET students with documentation prior to enrolment or before any fees are required to be paid which sets out:

  o All fees, costs and charges which the VET student will be required to pay.

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CnG VET in School Certificates are delivered by way of a partnership arrangement with the nominated secondary school. Fees must be paid within 14 days in according to the applicable terms of the invoice.

7.1. Partner Schools

All fees related to programs delivered via Partner Schools are invoiced directly to the Partner School. CnG does not charge secondary students directly.

7.2. Fee for Service Rates

Fee for Services rates are set by CnG and are payable per student by the Partner School.

All additional fees will be negotiated as per the partnership agreement between the Partner School and CnG.

Note: Stand-alone Certificate Training delivered outside of VET in School programs will incur a Fee for Service change for students not eligible to access funding.

7.3. Prepaid Fees

CnG do not accept prepaid fees of the amount of $1,500 or higher.

If any circumstance should arise where we receive any amount of $1,500 or higher, we must comply to all the requirements of Section 18 of the NVETR Instrument 2025.

7.4. Current Fees

Current fees per person are detailed on our website and can be found individually listed under each training program: https://connectngrow.edu.au/our-courses . Program fees are annually charged to the Partner School at the application rate.

Fees are payable on all CnG courses prior to commencement of the training program.

7.5. Campus Training & Holiday Program Fees

Fees for Holiday Program training programs are invoiced directly to the student.

The cost to attend Holiday Programs is determined by the CnG CEO and is reviewed each calendar year.

Fees are advertised on our website.

7.6. School Support Fee

Partner schools are invoiced a yearly fee at the beginning of term 2.

The amount of this fee is determined by CnG CEO and is reviewed each calendar year.

Fees are advertised on our website and directly with partner Schools.

7.7. Skill Assured Funding (VETiS)

CnG is approved as a Skills Assure Supplier (SAS) to deliver training under the Vocational Education and Training in Schools (VETiS) Initiative, funded by the Queensland Government.

VETiS funding is available for secondary school students to complete one approved VETiS qualification while at school. Therefore, it is very important that students take the time to consider their training options before committing to a course of study which will use up their one subsidised entitlement. Secondary school students may choose to use their funding to complete one of these two qualifications:

- HLT23221 Certificate II in Health Support Services
- CHC22015 Certificate II in Community Services

Please note students choosing to complete a VETiS qualification may still be eligible to access further Queensland Government subsidised post-school training.
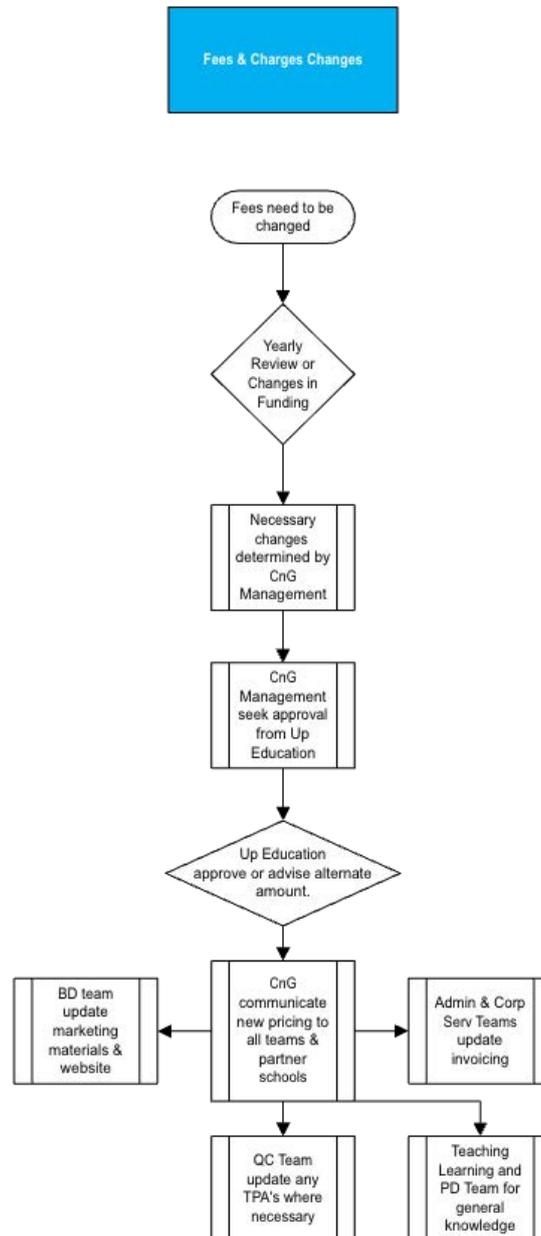
South Australia

CnG is approved to deliver subsidised training under Vet in Schools in South Australia. Secondary school students can choose either one or both of the following qualifications

- CHC22015 Certificate II in Community Services
- HLT33115 Certificate III in Health Services Assistance

A Gap fee is determined and reviewed each calendar year and is added to the South Australia Head Agreement and listed in each agreement with partner Schools. Any other costs associated with the program including excursions, scrubs, health equipment and CnG Shirts are outlined in the agreement as well.

All fees are invoiced directly to the partner schools and not to the student. CnG invoices on the date that is outlined in the services agreement.

7.8. Price Update/Changes

7.9. Communications

Current fees and charges are detailed on our website as mentioned above.

Changes to fees are communicated to all parties as per the above flowchart.

8. DETAILS OF REVIEW AND VERSIONS

In developing and reviewing our documentation, we are required to consult with internal stakeholders, and in some instances require consultation with external stakeholders, to establish a holistic and accurate view of our needs required to effectively manage our procedures and strive for continual improvement.

Latest changes are notes by $\boxed{*}$ in the left-hand column.

New versions are communicated to all necessary stakeholders.

Date	Version	Name	Details of review / update
3/9/2017	1.00	Unknown	Initial version.
3/1/23	2.00	R. Knight	Updated pricing.
27/6/25	3.00	R. Knight	Updated pricing.
21/5/25	4.00	C. Grant V. Harris	Extensive review of content in line with CnG website and RTO Standards and ISO Standards and added new branding.

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Support

Connect 'n' Grow ® has a friendly team of staff who are always there to assist you if you need anything, please contact them on:

1300 283 662
admin@connectngrow.edu.au