



Schedule of Fees and Charges

Local Students

Dolph Business School is a Registered Training Organisation (RTO No: 41480) and operates in accordance with applicable legislation and the Standards for Registered Training Organisations 2015. Dolph Business School charge fees for services provided to students undertaking a course of study. These fees are for items such as administrative support, student services as well as the applicable training and assessment services.

When and how do I pay?

Fees are payable when you receive your confirmation of enrolment and invoice for the enrolment fee. Invoiced fees must be paid in full within 7-days of receiving the invoice from Dolph Business School, unless otherwise stated.

Diploma – classroom delivery:

Fees are billed on a monthly basis.

Diploma and certificate courses – blended delivery:

Fees are billed prior to the commencement of each term.

Diploma and certificate courses – online delivery:

Your first invoice will be issued prior to the start of the course, and the second invoice will be issued 6-months into the course. If your progress in the course indicates that you would complete the course within 6-months of commencement, the second invoice will be issued after the completion of your first 4-units.

Dolph Business School may cancel an enrolment or discontinue training if fees are not paid by the due date. Payment methods include direct deposit, credit / debit card, or payment plan via credit / debit card.

Should you wish to set up a payment plan to make payments via direct debit, please notify us and a Payment Schedule will be prepared. This arrangement is only currently only available to students undertaking a Diploma or a Certificate IV course. You will be able to tailor a payment plan to suit your circumstances – whether you prefer a weekly,

fortnightly or monthly direct debit arrangement. This requires an initial payment of \$250 of the course fees prior to the commencement of the course in order to confirm your enrolment.

Where a student defaults on the agreed payment plan, the student may not be considered for subsequent payment plan requests. The debt becomes payable in full immediately or the student may be suspended from further tuition.

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 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 refund of up to 75% of the fees paid. The amount retained by Dolph Business School is required to cover the costs of staff, learning materials 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 circumstance that led to your withdrawal.

How do I get a refund?

To obtain a refund you are required to complete the Deferral, Suspension or Withdrawal form, and a Refund Request Form. 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 your refund request is approved.

Are my fees protected in case I need a refund?

Yes – Dolph Business School has a responsibility to protect the fees paid by students. To meet this need, Dolph Business School 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's 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

Dolph Business School 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 7-days prior to changes taking effect.

Responsibility for training quality

Dolph Business School 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.

Our guarantee to you

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

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Nationally recognised certificate courses

Course Name	Fees
FNS40615 Certificate IV in Accounting Online delivery Note: Individual unit of competency cost for the purpose of RPL: \$114.62	\$1,490
Blended delivery Note: Individual unit of competency cost for the purpose of RPL: \$228.46	\$2,970
FNS40215 Certificate IV in Bookkeeping Online delivery Note: Individual unit of competency cost for the purpose of RPL: \$114.62	\$1,490
Blended delivery Note: Individual unit of competency cost for the purpose of RPL: \$228.46	\$2,970
BSB40515 Certificate IV in Business Administration Online delivery Note: Individual unit of competency cost for the purpose of RPL: \$109	\$1,090
BSB41415 Certificate IV in Work Health and Safety Online delivery Note: Individual unit of competency cost for the purpose of RPL: \$149	\$1,490



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Nationally recognised diploma courses

Course Name	Fees
BSB50215 Diploma of Business Online delivery Note: Individual unit of competency cost for the purpose of RPL: \$249.75 Blended delivery Note: Individual unit of competency cost for the purpose of RPL: \$561.75 Classroom delivery Note: Individual unit of competency cost for the purpose of RPL: \$1,100	\$1,998 \$4,494 \$8,800
BSB51915 Diploma of Leadership and Management Online delivery Note: Individual unit of competency cost for the purpose of RPL: \$216.50 Blended delivery Note: Individual unit of competency cost for the purpose of RPL: \$499.33 Classroom delivery Note: Individual unit of competency cost for the purpose of RPL: \$900	\$2,598 \$5,992 \$10,800
BSB51415 Diploma of Project Management Online delivery Note: Individual unit of competency cost for the purpose of RPL: \$208.17 Blended delivery Note: Individual unit of competency cost for the purpose of RPL: \$499.33 Classroom delivery Note: Individual unit of competency cost for the purpose of RPL: \$900	\$2,498 \$5,992 \$10,800
BSB51315 Diploma of Work Health and Safety Online delivery Note: Individual unit of competency cost for the purpose of RPL: \$222 Blended delivery Note: Individual unit of competency cost for the purpose of RPL: \$554.89	\$1,998 \$4,994

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Short Courses

SC-FIM501 Manage budgets and financial plans	\$49
SC-HRM506 Manage recruitment selection and induction programs	\$49
SC-HRM513 Manage workforce planning	\$49
SC-INN502 Build and sustain an innovative work environment	\$49
SC-LDR501 Develop and use emotional intelligence	\$49
SC-LDR502 Lead and manage effective workplace relationships	\$49
SC-MGT403 Implement continuous improvement	\$49
SC-MGT502 Manage people performance	\$49
SC-MGT517 Manage operational plan	\$49
SC-MKG413 Promote products and services	\$49
SC-MKG501 Identify and evaluate marketing opportunities	\$49
SC-MKG502 Establish and adjust the marketing mix	\$49
SC-PMG522 Undertake project work	\$49
SC-RSK501 Manage risk	\$49
SC-WOR502 Lead and manage team effectiveness	\$49
SC-MKG523 Design and develop integrated marketing communication plan	\$49
SC-ADV507 Develop a media plan	\$49
SC-SLS501 Develop a sales plan	\$49
SC-LED501 Develop a workplace learning environment	\$49
SC-PUB504 Develop and implement crisis management plans	\$49
SC-HRM512 Develop and manage performance management processes	\$49
SC-COM503 Develop processes for the management of breaches in compliance requirements	\$49
SC-WHS501 Ensure a safe workplace (Australian standards)	\$49
SC-MKG514 Implement and monitor marketing activities	\$49

SC-MKG507 Interpret market trends and developments	\$49
SC-SLS502 Lead and manage a sales team	\$49
SC-FRA502 Manage a franchise operation	\$49
SC-INM501 Manage an information or knowledge management system	\$49
SC-WRK510 Manage employee relations	\$49
SC-HRM501 Manage human resource services	\$49
SC-HRM510 Manage mediation process	\$49
SC-FIM502 Manage payroll	\$49
SC-CUS501 Manage quality customer service	\$49
SC-HRM509 Manage rehabilitation or return to work programs	\$49
SC-ADM503 Plan and manage conferences	\$49
SC-MKG506 Plan market research	\$49



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Notes.

- Fees do not include the issue of any hardcopy texts.
- All nationally recognised courses are exempt from the payment of GST. No GST is included. GST only applies to the short courses.
- RPL fees are identified above for completing an individual unit of competency. The initial application / enrolment fee for RPL into the above Diploma qualifications is \$1,000; and the above Certificate qualifications is \$500; with the balance of the fee due at the completion of the RPL assessment process, before any AQF certificate is issued.
- All fees must be paid in full before students can be issued with any AQF Certificate relating to their achievements.
- Students will meet their own costs in relation to access to computer systems, internet, travel, accommodation, meals, stationary and any other costs to enable their participation in the course.

Other fees and charges

Item	Cost
Credit Transfer Administration fee	Nil
Copy Fee. Required where a student requests a photocopy of their student record	\$10.00 (Incl. GST)
Re-issuing a certificate, qualification or statement of attainment	\$33.00 (Incl. GST)
Workbooks (per course) including delivery NB. Not applicable to online courses	\$350 (Exc. GST)
Replacement of issued learning / reference workbook (per workbook) including delivery	\$75.00 (Incl. GST)
Transfer of training programs / courses	\$155.00 (Incl. GST)
Dishonour Direct Debit Payment Fee	\$10 (Incl. GST)