

UPDATE NOTICE

YOUR ENROLMENT TERMS AND CONDITIONS HAVE BEEN UPDATED.

CHANGES TO OUR FEES AND CHARGES RELATED TO YOUR ENROLMENT.

Dear Student,

Over the past two years, we've made continual improvements to our administration service, student support services and our student portal, investing almost \$100,000 dollars in research and development, new staffing and new technologies.

Like any business, we need to revisit prices occasionally. It's never a decision we take lightly. The last time we updated our pricing with relation to our student's services was over three years ago.

HOW DOES THIS AFFECT ME?

If you are joining us for the first time in Term 3 then this information will not be new to you as it forms part of your enrolment terms and conditions.

If you are a current student of ours, then this update will directly effect you.

As of 16th July 2018, the following fees and charges will be implemented on our students services, this includes face to face appointments, scheduled support sessions and practical sessions such as those related to driving or Gym work.

Student Service	New Fees or Charges
Not attending a scheduled appointment	A \$70 per hour charge will be applied to any student who fails to attend a scheduled theory or student support session without 24 hours' notice*
Not attending a practical car driving session	A \$140 per session charge will be applied to any student who fails to attend a scheduled practical car driving session without 24 hours' notice*
Not attending a practical heavy vehicle driving session	A \$190 per session charge will be applied to any student who fails to attend a scheduled practical heavy vehicle driving session without 24 hours' notice*

*24 hours notice must be provided by calling 03 5415 0214 or sending a text message to 0457976531. Please note that this mobile number can only receive text messages.

WHY HAVE THESE FEES AND CHARGES BEEN INTRODUCED?

The new charges have been introduced as a standard part of our enrolment terms and conditions due to the alarming rate of students failing to attend scheduled appointments.

When a student fails to attend their appointment, it creates a significant cost to our RTO as we still need to pay for your trainer and assessor to be present for your appointment. It also has a massive impact on the waiting period for students to start their practical sessions or receive face to face support.

In 2017-2018, the average waiting period increased by 2 weeks which was 100% contributed to student's not attending their appointments.

WHEN DO THESE CHANGES TAKE EFFECT?

These new fees and charges will commence on Monday 16th July 2018. Any student who fails to provide sufficient notice or fails to attend a scheduled appointment will incur these fees.

HOW DO I AVOID THESE NEW FEES AND CHARGES?

Avoiding these fees and charges is simple, provide us with a minimum of 24 hours notice if you cannot make an appointment OR just turn up!

At Intelligent Training Solutions, we value you as a student and look forward to continuing to support you and your career.

If you have any questions, please contact our office on 03 5415 0204 or email us at info@its.vic.edu.au

Kind regards,

The Intelligent Training Solutions Team