



## Important Information on SHEP Fees & Payment Methods

### Summary

Thank you for your interest in training, or further training, with SHEP. Our philosophy is to keep our training **as affordable and as accessible as possible**. The vast majority of our courses have a participant fee, which we try to keep to a minimum (and in the main the fees charged have not increased since 2008). We believe our training offers tremendous value for money. In general, the training fee to each participant is less than €8 per hour.

Because we are core-funded by the HSE, **all SHEP courses are subsidised**. Every participant benefits from this HSE support because without it the standard course fee for all courses would be significantly higher.

The HSE core grant to SHEP is used to cover most of the coordination and administration costs of SHEP courses. Fees collected from participants are used to pay the costs of the two Trainers (and where applicable the module Trainers) who co-facilitate the course and to contribute towards costs such as supervision, promotion, administration, and the presentation of certificates.

The payment of fees is arranged between the participant and SHEP Finance Team who can be contacted if you have a query. It is a deliberate policy in SHEP not to involve Trainers in the collection of participant fees: this is to allow the Trainers to focus on their work with participants. However, should you experience difficulty the important thing is to talk to someone in the Project, and this may include approaching a Trainer if this is what you wish to do.

### Depending on the course you may be able spread the payments over a number of months

Our preference is to receive the balance of the fee in one payment when the course place is being offered. We appreciate this is not possible for everyone. For the moment, for most courses, SHEP operates an interest-free **Fees Payment Plan**. This means that the cost of the course may be paid over a number of months (though not longer than the length of the course) on a monthly basis, by Standing Order. If this option is available, and if you wish to apply for it, you will need to complete the Payment Plan Form and Standing Order Mandate (which you will receive with your letter of offer) and return them to SHEP by the agreed date before the course commences. Please do not arrange the standing order independently of SHEP - it needs to be done through the SHEP Finance Dept.

### You may be able to source some grant support yourself

Some participants have been supported by their employers or by their Local Development Partnership to undertake training with SHEP. Other participants have received assistance from the Department of Social Protection. St Vincent de Paul has also provided support to some applicants who met certain requirements. SHEP cannot make such applications on behalf of participants, but we encourage you to make your own enquiries.

### Booking Deposit

To simplify the application process this autumn, as a once off arrangement, there will be no booking deposit required with the application form.

### Reduced Fee Approach in 2021 due to Covid-19 Public Health Situation

The course fee for the SHEP Certificate in Facilitation Course in 2021 **for all people offered places will be €490**. The normal course fee is €930 – this year however a €440 concession/bursary is being given to all who are offered a place. This course fee applies to everyone and is lower than the normal Reduced Fee level. There are no other Reduced Fee options, though the Payment Plan arrangements are available.

### Fully Funded Places

Unfortunately, the fully funded place option, which was available for some people on the Personal Development course, is not available on this course.

### **What happens if you have financial difficulties?**

The Project understands that from time to time a participant may experience difficulties with the payment of fees. The Project will be as supportive as possible and will make every reasonable effort to accommodate participants with financial difficulties. However, if such a situation arises, it is essential for the participant to contact either the Financial Officer, the relevant Training and Development staff, or the Director (in confidence) as soon as possible so that a suitable arrangement can be put in place.

A participant who has not paid the fee in full (and who has not made arrangements with SHEP to pay the balance) will not receive a Certificate (or a Statement of Attendance).

### **What happens if you leave the course before it ends?**

It is the policy of The Social and Health Education Project that if a participant leaves the course before it ends he/she is liable to pay in full the cost of training delivered up to his/her last date of attendance, as well as a sum amounting to 20% of the cost of the remainder of the course and that in such instances the initial deposit is also forfeited.

### **Don't hesitate to contact us if you need assistance**

Thank you again for your interest in SHEP training. If you are unsure about any of this and need assistance please don't hesitate to ring us at the main office on (021) 4666180 or on (087) 7728089 for courses run in Kerry (085) 8626844 for courses run in Limerick.