



Advanced Certificate in Systemic Family Therapy & Practice

Financial Guidelines

Version 2025





Advanced Certificate in Systemic Family Therapy & Practice Program Details

Duration: Two Years Full-Time (3 units per semester for a total of 4 semesters)

Course List:

Year 1 Semester 1 \$2600 +GST (or \$2400 +GST discounted rate for advanced payment).

- Foundations for Systemic Family Therapy & Practice – Part A: Workshop Program
- Foundations for Systemic Family Therapy & Practice – Part B: Reading Program & Tutorials
- Foundations for Systemic Family Therapy & Practice – Part C: Systemic Group Supervision

Semester 2 \$2600 +GST (or \$2400 +GST discounted rate for advanced payment).

- Core Knowledge for Systemic Family Therapy & Practice – Part A: Workshop Program
- Core Knowledge for Systemic Family Therapy & Practice – Part B: Reading Program & Tutorials
- Core Knowledge for Systemic Family Therapy & Practice – Part C: Systemic Group Supervision

Year 2 Semester 1 \$2800+GST (or \$2600 +GST discounted rate for advanced payment).

- Advanced Practice in Systemic Family Therapy & Practice (First Generation Approaches) – Part A: Workshop Program
- Advanced Practice in Systemic Family Therapy & Practice (First Generation Approaches) – Part B: Reading Program & Tutorials
- Advanced Practice in Systemic Family Therapy & Practice (First Generation Approaches) – Part C: Systemic Group Supervision

Semester 2 \$2800 +GST (or \$2600 +GST discounted rate for advanced payment).

- Advanced Practice in Systemic Family Therapy & Practice (Second and Third Generation Approaches) – Part A: Workshop Program
- Advanced Practice in Systemic Family Therapy & Practice Second and Third Generation Approaches) – Part B: Reading Program & Tutorials
- Advanced Practice in Systemic Family Therapy & Practice Second and Third Generation Approaches) – Part C: Systemic Group Supervision

Optional Additional Cost: Advanced Certificate participants may choose to purchase The University of Queensland Community Library Membership \$25. This membership gives you access to the UQ Library's physical resources. Please note access to online journals is not included.

<https://app.library.uq.edu.au/#/membership/form/community>

Additional Costs: Advanced Certificate participants are required to fund their own travel (including accommodation if needed) and parking for attendance at workshops. Advanced Certificate participants are required to fund their own Zoom account for online learning.

Contact Details:

Dr Leonie White: Director of Phoenix Family Therapy Academy

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How To Make Payments

Advanced Certificate participants are required to accept their offer into the program in writing (email) following which they will be enrolled into the Advanced Certificate in Systemic Family Therapy and Practice program.

An invoice will be issued following enrolment, for the first semester and the week prior to each subsequent semester.

Invoices will need to be paid in the required time or participants risk cancellation of their enrolment. Full payment for each semester is required for participants to progress to the next semester. Fees for all semesters will need to be paid in full for participants to be recorded as having completed the program and be issued with the Advanced Certificate. This applies to both payment options listed below.

Please contact the Phoenix Family Therapy Academy Director to discuss late payments.

Payment Options

Option One: Upfront Fee Payment with Discount

A discount is offered to Advanced Certificate participants if fees are paid in full prior to the start of each semester (see the fee schedule above).

Option Two: Payment Plan (three instalments)

An instalment option for payment is offered to Advanced Certificate participants – participants can pay the full fee (with no discount) via two instalments.

Step One: Contact the Phoenix Family Therapy Academy Director to request the instalment payment option. Please note the requests must be received prior to the start of each semester.

Step Two: First payment of \$1000 (Each semester of First Year) or \$1100 (Each semester of Second Year) to be paid by the end of week one in the semester.

Step Three: Second payment of \$1000 (Each semester of First Year) or \$1100 (Each semester of Second Year) is to be paid by the end of week five in the semester.

Step Four: Third payment of the remaining fees is to be paid by the end of week 10 in the semester.

Please note failure to make payment in the required time may result in your enrolment being cancelled. Please contact the Phoenix Family Therapy Academy Director to discuss late payments.

HECS-HELP Assistance

Please note that Phoenix Family Therapy Academy is a private sector business.

This means that Advanced Certificate participants cannot access Government assistance for undertaking the course (e.g., HECS-HELP).

Strict Refund Policy

Withdrawal from the Advanced Certificate Program: Upfront Payment Option

“Withdrawal from the Advanced Certificate Program: Upfront Payment Option” relates to participants who pay the full semester fee prior to the start of the semester and then withdraw/cancel their enrolment.

A cancellation fee of 25% of the upfront payment will be deducted from the refund if enrolment is withdrawn/cancelled in writing before the end of week two in the semester.

A cancellation fee of 50% of the upfront payment will be deducted from the refund if enrolment is withdrawn/cancelled in writing between week three and the end of week seven.

If the enrolment is withdrawn/cancelled in writing after week seven, including cancellations received during the mid-semester break, no refunds or credit will be granted.

Withdrawal from the Advanced Certificate Program: Payment Plan Option

A cancellation fee of 25% of the semester fee will be deducted from your refund (First Payment Instalment) if you cancel your enrolment in writing before the end of week two in the semester.

A cancellation fee of 50% of the semester fee will be in effect if you cancel your enrolment in writing between week three and the end of week seven. This will be deducted from your refund with an invoice sent for the remainder of the 50% of the semester fee.

No refunds or credit will be granted (First Payment Instalment) if enrolment is cancelled in writing after week seven in the semester.

Please Note

This is a strict refund policy for withdrawal/cancellation of enrolment.

This cancellation policy remains in effect for all circumstances including personal situations and medical emergency situations.

Complaints and Grievance Resolution Process

Grievance resolution will be guided by the following resolution process:

1. The grievance will be addressed as expeditiously as possible.
2. The resolution of the participant grievance will be managed as close as possible to the source of course participant dissatisfaction and as informally as possible e.g., participants will be encouraged to speak with the staff member most closely involved in the grievance.
3. The course participant is entitled to appeal to the Director (the most senior decision maker) with any new or additional information to support their grievance, or they can explain why the original decision did not comply with Phoenix policies and discuss the policies with the Director.
4. The enrolment of the course participant will be maintained during the grievance process.
5. There will be no reprisal as a result of lodging a complaint, grievance or appeal for the course participant.
6. If an interview with the course participant and a Director is required, the participant may bring a support person (who is not a legal representative, or currently a practicing solicitor or barrister).
7. The Phoenix grievance process promotes the principles of procedural fairness and natural justice.
8. This process of supporting Grievances will be widely publicised to facilitate access to the grievance resolution process.
9. A course participant may choose to have their grievance reviewed by an external complaint handling process e.g., the Australian Association of Family Therapy.

Please Contact Phoenix Family Therapy Academy Director with Any Questions about this Policy

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