

Our Prices

Principles

We pride ourselves on our transparency and 'no surprises' policy when it comes to charging. We will always provide you with a written quotation using the rates shown in this document before we start a piece of work and there are no hidden extras or excessive expenses.

What's included?

We carry out our training courses, programmes and facilitation in pairs and all the prices shown include delivery by two Consultants. Typically the following are included although this does vary according to the nature of the piece of work:

- (1) Planning meeting
- (2) Design
- (3) Production of a written proposal
- (4) Preparation
- (5) Delivery by two UIC Consultants
- (6) A review letter to include observations, reflections and recommendations as to next steps
- (7) Review meeting
- (8) One of our fantastic manuals for each participant
- (9) Worksheets and other support materials
- (10) Access to a variety of support materials on the UIC website
- (11) Ongoing support

What's not included?

- (1) We have Consultants based in Melbourne and Brisbane - travel and overnight expenses will be added at cost when required. So you have certainty of cost, we cap our travel expenses at 20% of the price of the assignment (15% for discount rate clients - see below for eligibility for this rate) when working in Adelaide, Brisbane, Canberra, Gold Coast, Melbourne and Sydney and 40% (30% for discount rate clients) when working elsewhere.
- (2) GST at the standard rate of 10% will be added to all invoices

Discounts for organisations with smaller budgets

We work with a wide variety of clients, from large multinationals to tiny charities and vary our rates in recognition that not every organisation has the same amount to spend on consultancy and training. The discount rates shown below are intended for those organisations with small budgets - typically small, voluntary sector organisations or charities.

Applicability

This document was last updated in June 2020 and applies until further notice. The prices shown are for pieces of work carried out in Australia - we are always pleased to quote for international assignments.

Training

| | Standard rate \$ | Discount rate \$ |
|---|----------------------------|----------------------------|
| Control Your Processes 2 days. Maximum 12 participants. Manuals included. | \$12950 | \$10000 |
| Universal Data Skills 3 days. Maximum 12 participants. Manuals included. | \$14950 | \$11500 |
| Universal Improvement Skills 3 days. Maximum 12 participants. Manuals included. | \$14950 | \$11500 |
| Universal Leadership Skills 3 days. Maximum 12 participants. Manuals included. | \$14950 | \$11500 |

Refresher and top-up training

| | Standard rate \$ | Discount rate \$ |
|---|----------------------------|----------------------------|
| 1 or 2 days, content customised for your organisation. Manuals updates included. | \$12875 | \$10000 |

Programmes

| | Standard rate \$ | Discount rate \$ |
|---|----------------------------|----------------------------|
| Strategic Improvement Programme 7 day programme in 3 modules of 3, 2 and 2 days. Additional 3 day module if required @ \$14950/\$11500. Manuals included. | \$45000 | \$35000 |
| Organisational Improvement Programme 12 day programme in 4 modules each of 3 days. Manuals included. | \$49950 | \$40000 |
| Facilitator Development Programme 7 day programme in 3 modules of 3, 2 and 2 days. Maximum 12 participants. Manuals and Facilitator kits included. | \$45000 | \$35000 |
| Advanced Facilitator Development Programme 7 day programme in 3 modules of 3, 2 and 2 days. Maximum 12 participants. Manuals included. | \$49950 | \$40000 |

**Facilitation of Strategy Development, Executive Events,
Project Interdependency Events
and Interface Events between organisations**

| | Standard rate \$ | Discount rate \$ |
|-----------------------------|-----------------------------|-----------------------------|
| 1, 1½ or 2 day event | \$14250 | \$10000 |

**Facilitation of Annual Planning, Project Kick-Starts,
Project Refocus, Project Updates, Project Review,
Process Analysis Events, Customer Involvement Events,
Team Events, Interface Events (within an organisation),
Leadership Forum, Merged-Team Events and Departmental Events**

| | Standard rate \$ | Discount rate \$ |
|-----------------------------|-----------------------------|-----------------------------|
| 1, 1½ or 2 day event | \$10975 | \$8000 |

Consultancy and diagnostic work

| | Standard rate \$ | Discount rate \$ |
|----------------------------|-----------------------------|-----------------------------|
| Per consultancy day | \$2250 | \$1750 |

Licensing

Larger organisations may wish to take a licence so that they can run UIMPROVE courses in-house using their own people to deliver the training. This has many advantages and we are always happy to put a proposal together based on your needs.

The price shown below is for a standard licence, the main training course inclusion being Universal Improvement Skills. Other products can be added at extra cost should they be required. Should clients wish to use any of our exercises or contents of our courses or manuals to train others, this is the minimum licence required. Up to six named individuals can be licensed to run the course at this price.

| | Standard rate \$ | Discount rate \$ |
|--|----------------------------|----------------------------|
| Standard 1 year licence Includes 144 x 'The Complete Guide to Improvement' manuals | \$92 400 | \$73 920 |
| Standard 2 year licence Includes 288 x 'The Complete Guide to Improvement' manuals | \$159 600 | \$127 680 |
| Standard 3 year licence Includes 432 x 'The Complete Guide to Improvement' manuals | \$226 800 | \$181 440 |
| Standard 5 year licence Includes 720 x 'The Complete Guide to Improvement' manuals | \$336 000 | \$268 800 |

Cancellation charges

Our policy is not to charge for cancelled work as we recognise that things can change at the last minute for our clients. However we will charge for any direct costs incurred as a result of the cancellation. We always aim to book travel and accommodation well in advance to minimise costs to our clients and this often means these rates are non-refundable. In the event of a cancellation by a client we would charge for:

- (1) Non-refundable travel costs (e.g. rail and air fares)
- (2) Non-refundable hotel accommodation paid for in advance
- (3) Cancellation charges imposed by hotels
- (4) Cancellation charges imposed by a venue that we have booked on behalf of a client
- (5) Any other direct costs incurred that cannot be refunded or recouped

Monthly and advance payments

For clients booking a programme of activity that includes at least five courses, programmes or events over 12-24 months, we can offer the following two options:

- (1) Payment of a Monthly Fee based on the total cost divided by the duration of work
- (2) Advance payment of the full amount with a 5% discount applied

Invoicing

We invoice immediately after delivery of the training or event. In some cases this may be before the review meeting in which case we make a reasonable estimate of our expenses - and will, if necessary, deduct any over-estimate from your next invoice.

