

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 proposal 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) Other support materials as required
- (10) Access to a variety of resources on the UIC website
- (11) Ongoing support

What's not included?

- (1) We have Consultants based in New South Wales, Queensland and Victoria. Travel and overnight expenses will be added at cost when required. We do not charge for meals. So you have certainty of cost, we cap these expenses at 25% 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) It is usual for the client to provide the venue. We will provide a specification determined by the nature of the assignment and the venue must meet this. If necessary, we can research, book and pay for a suitable venue and add this to your invoice at cost.
- (3) 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 October 2025 and applies from 1 November 2025 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 \$
Universal Improvement Skills 3 days. Maximum 12 participants. Manuals included.	\$17750	\$13500
Universal Data Skills 3 days. Maximum 12 participants. Manuals included.	\$18500	\$14500
Universal Leadership Skills 3 days. Maximum 12 participants. Manuals included.	\$18500	\$13500
Control Your Processes 3 days. Maximum 12 participants. Manuals included.	\$17750	\$13500

Refresher and top-up training

	Standard Rate \$	Discount Rate \$
2 days, content customised for your organisation. Manuals updates included.	\$15975	\$12500

Programmes

	Standard Rate \$	Discount Rate \$
Strategic Improvement Programme 7 day programme in 3 core modules of 3, 2 and 2 days with two additional modules available if required. Per module price: \$18500/\$14000. Manuals included.	\$55500	\$42000
Organisational Improvement Programme 12 day programme in 4 x 3 day modules. Manuals included.	\$61500	\$51000
Facilitator Development Programme 9 day programme in 3 x 3 day modules. Maximum 12 participants. Manuals and Facilitator kits included.	\$55500	\$45000
Advanced Facilitator Development Programme 7 day programme in 3 modules of 3, 3 and 3 days. Maximum 12 participants. Manuals included.	\$75000	\$60000

Facilitation of Strategy Development Events, Strategy Review, Executive Events, Corporate Annual Project Planning and Interface Events between organisations

	Standard Rate \$	Discount Rate \$
1, 1½ or 2 day event	\$18350	\$12150

Facilitation of Team Events, Interface Events (within an organisation), Leadership Forum, Merged Team Events, Departmental Events, Departmental and Team Annual Project Planning, Project Kick-Starts, Process Analysis Events, other Project Events and Routine Operation Events

	Standard Rate \$	Discount Rate \$
1, 1½ or 2 day event	\$15125	\$10750

Consultancy and diagnostic work

	Standard Rate \$	Discount Rate \$
Per consultancy day	\$3500	\$2500

Priced individually depending on complexity

Project Interdependency Events, Staff Surveys.

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	\$101 500	\$81 500
Standard 2 year licence Includes 288 x 'The Complete Guide to Improvement' manuals	\$175 500	\$140 500
Standard 3 year licence Includes 432 x 'The Complete Guide to Improvement' manuals	\$249 500	\$199 500
Standard 5 year licence Includes 720 x 'The Complete Guide to Improvement' manuals	\$369 500	\$295 500

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 costs we are committed to as follows:

- (1) Travel costs (e.g. air fares)
- (2) Hotel accommodation
- (3) Venue costs (where we have booked a venue on your behalf)
- (4) Any other direct costs incurred that cannot be refunded or recouped

We reserve the right to apply charges for repeat short-notice cancellations. If we spot a pattern, we'll talk to you about this first.

Price increases

We review our prices annually and sometimes we increase them as a result. In this case we honour the existing prices for any dates that are confirmed in the diary and for any outstanding proposals that are awaiting confirmation. New proposals or changes of dates will attract the new rates.

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.

