

## **FEES & CHARGES PROCEDURES**

Contour Systems Pty Ltd trading as Contour College will always endeavour to support the needs of our learners in only collecting and retaining fees and charges that are justifiable for the services we provide.

Where fees and charges are refundable or non-refundable they will be clearly identified. Learners will be encouraged to read, understand and agree to documented material prior to making any payments.

### **Charges**

Charges will occur under the following circumstances:

1. Unpaid training service fees
2. Late training service fees on a payment plan
3. Payments made through the electronic funds transfer point-of-sale (EFTPOS)
4. Bank charges incurred by Contour College as a result of a learner default

### **Fees**

The following fee payment options are available through Contour College

- At a pre-determined fee
  - By monthly payment plan
  - Unit at a time – payable in advance for the subject being undertaken
- a) All training fees will be outlined on documentation prior to any financial commitment by the learner who will be required to acknowledge, understand and agree to the commitment with a signature
  - b) Fee/s must be paid prior to commencement of a training service.
  - c) Monthly payment plans are optional
  - d) Monthly payment plans are due and payable by the 1<sup>st</sup> of every month or they will incur a penalty charge
  - e) Fees paid through a payment plan will be by direct debit only on the 27<sup>th</sup> day of each month

### **On-going Maintenance**

- Contour College will issue a full payment plan schedule to the learner prior to enrolment and receipt of any training fees.
- Copy of payment plan schedule and direct debit details will be held on learner file.
- Once a learner has commenced training in a subject, regardless of duration of training in that subject, the total fee for that subject is payable in full under all circumstances.