

FEES AND CHARGES PROCEDURE

Contour College will always endeavour to support the needs of its students in only collecting and retaining fees and charges that are justifiable for the services it provides.

Where fees and charges are refundable or non-refundable they will be clearly identified. Students 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 as a result of a student default.

Fees

The following fee payment options are available through Contour:

- At a pre-determined fee.
- By monthly payment plan.
- Unit at a time – payable in advance for the subject being undertaken.

Note:

- All training fees will be outlined on documentation prior to any financial commitment by the student, who will be required to acknowledge, understand and agree to the commitment with a signature.
- Fee/s must be paid prior to commencement of a training service.
- Monthly payment plans are optional.
- Monthly payment plans are due and payable by the 1st day of every month or they will incur a penalty charge.
- Fees paid through a payment plan will be by direct debit only, on the 27th day of each month.

On-going maintenance

Contour will issue a full payment plan schedule to the student prior to enrolment and receipt of any training fees. A copy of the student's payment plan schedule and direct debit details will be held on the student's file. Once a student 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.