



FEE MANAGEMENT POLICY

This policy is available:

1. In the pre-enrolment package;
2. For download from our website; or
3. By phoning or emailing our office.

As a Nationally Registered Training Organisation we are able to collect fees from the learner and must provide or direct the learner to information specifying:

- Fees that must be paid to us;
- Payment terms and conditions including deposits and refunds;
- Learner's rights as a consumer, including but not limited to any statutory cooling-off period, if one applies;
- Learner's right to obtain a refund for services not provided by us in the event the:
 - arrangement is terminated early; or
 - We fail to provide the Services.

PAYMENT

The Fee for Service Fee is: \$

The Higher Level Skills Fee is:

Non concession students - \$99.00 or \$3.53 per unit

Concessional students - \$69.00 or \$2.46 per unit

An application for enrolment must be accompanied by a non - refundable deposit equal to 50% of the course fee.

After your initial skills assessment has been completed and your application for enrolment is accepted, we will advise you of the options available for the remainder of your course fee to be paid.

The remainder of the course fee is to be paid prior to the commencement of the course.

All fees will be clearly noted on brochures and associated websites. Fees can be paid in the following methods:

- Bank deposit;
- Bank cheque;
- Electronic bank transfer;
- EFTPOS;
- Credit card; or
- Cash.

COOLING-OFF PERIOD

The decision to enrol in any training has to be the right decision for your career aspirations and hopes for the future. To assist you in making the right decision, we allow a two day cooling off period immediately after the completion of your initial skills assessment.

This period of time allows you to firm up your decision to enrol and complete the training.

At the end of your cooling off period, you will receive a notification of enrolment and a reminder of your cancellation and fee obligations and the cost involved.

Zest College

3 Ferguson Street, Underwood Qld

Phone: 1800 750 240

RTO Code: 41271

Standards 2015/Standard 5 Student Information/Version 2.0 03/17



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CANCELLATION

Cancellations made by you prior to your course commencement must be made in writing by you and is deemed to take effect on receipt of your written notification.

Cancellations after the course commencement must be notified in writing and you will be refunded the unused portion of your course fee's.

WITHDRAWING FROM A COURSE

If you leave and/or abandon your course before the scheduled termination date and time, for whatever reason, no refund will be given.

TRANSFER

We reserve the right at our discretion to transfer a course to another date and venue and this action will in no way waive the terms and conditions stated herein.

In the event of us having to cancel a course, without offering any acceptable alternative, then you shall be entitled to a full refund of monies paid and no further liability shall be incurred by us.

FEE PROTECTION

All course fees shall be protected by our admission to the TAFE Directors Association, Tuition Protection Scheme.

Where we are unable to provide services for which you have paid, you will:

- Be placed into an equivalent course such that the new location is suitable to you; and
- you receive the full services for which you have prepaid at no additional cost; or
- Be paid a refund of any prepaid fees for services yet to be delivered above the prepaid fee amount.

NO REFUND

There is no refund of fees for any poor and/or non - attendance, poor behaviour or other circumstance preventing you from completing your course.

Note: Under the National VET Regulator Act 2011, Standards 2015, we are entitled to withhold issuing you with a qualification or statement of attainment until such times as all fees have been paid in full, and we shall exercise our rights under this section.

LATE FEE PAYMENT

It is the student's responsibility to pay fees on time according to the payment plan agreed upon at time of course enrolment and any late fee payments will incur a late fee payment as per agreement.

Should a student require an extension for their fee payments, they have to apply in writing to the Director, at least two weeks prior to fee being due.

Note: Should the payment not be made at the agreed date, the overdue account will be sent to a debt collection agency without any further notice. Matters which have been referred to the collection agency will not be handled by the institute and will be treated separately from any further accounts.

Any costs incurred in the collection of fees are the responsibility of the student / parent / guardian. The institute will not pay these fees.

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A learner with outstanding fees shall be suspended from undertaking any training and assessment services until such times as the outstanding arrears have been brought up to date.

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