


Policy title	Policy Fees and Payments	Year	2017
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Policy Index	Page
1. Purpose of the fees and payment policy	2
2. Fees and payment of course fees	2
3. Methods of payment	3
4. Payment options and due dates for payments	3
5. Defaulting and repercussions for renegeing payments	4
6. Cancellations, refunds, carry-over of money	5
7. Invoicing	7
8. Receipting	7
9. Early bird fees	7
10. Group discounts	7

1. PURPOSE OF THE FEES AND PAYMENT POLICY

This policy sets out the rules relating to the publishing and management of course fees and their payment options, as well the management of defaults, cancellations and refunds, invoicing and receipting.

2. FEES AND PAYMENT OF COURSE FEES

Fees are published annually on **eta** Connect in the folder for **ETA** Marketing\Course fees\Price List.xlsx and on the **eta** website.

Fees include:

- Non-refundable and non-transferable registration fee for full qualifications (campus)
- Tuition and assessment for all courses
- Academic packs for all courses as follows for each site of delivery and mode of delivery:
 - Campus: **eta** Manual, Study Guide, Portfolio of Evidence and **eta** campus clothing pack
 - Distance Learning: **eta** Manual, Study Guide, Portfolio of Evidence and **eta** Distance clothing pack
 - Online - **eta** Connect access, **eta** Manual and **eta** Distance clothing pack
 - Short Courses (campus and distance Learning): Academic pack: **eta** Manual, Study Guide and DVD (where applicable)

Fees do not include:

- Repeat module costs
- Qualification course fees do not include short course fees
- Fitness training accessories
- Fitness testing equipment
- Workplace uniforms
- External membership fees (e.g. gym membership)
- First aid or CPR course fees
- Coaching federation courses
- Workshop fees

3. METHODS OF PAYMENT

All payment methods are accepted except cash payments. Cash payments can be made on registration but thereafter, any cash must be paid directly into the **eta** bank account by the student or their sponsor (this is for security purposes). Payments can be made in one the following ways:

- Credit Card (full payment or budget)
- Cash (registration fee only)
- Cheques (no post-dated cheques are accepted)
- Direct deposits to the bank
- Internet transfers

4. PAYMENT OPTIONS AND DUE DATES FOR PAYMENTS

No academic packs may be given out if the full course fees, deposit or first instalment has not been paid.

4.1 Qualifications (campus)

Registration fee is due upon conditional acceptance (once admission is confirmed)

4.1.1 Payment Option 1 – Upfront

- Deposit is due two weeks before the course commencement date. This will secure enrolment (*Ref: Policy Registration and Enrolment*)
- Full course fee is due six weeks after course commencement date

4.1.2 Payment Option 2 – Student Loans

- Eduloan is the preferred provider for student loans. Alternatively, students can apply for student loans from their own banks.
- A letter of confirmation, approval and expected date of payment of the loan from the financial institution is required two weeks before course commencement date
- A letter of confirmation of acceptance for enrolment will only be issued if the letter of approval from the financial institution has been submitted

4.2 Qualifications (Distance Learning \ Online)

4.2.1 Payment Option 1 – Upfront

- All fees are due by course commencement date (once admission is confirmed)

4.2.2 Payment Option 2 – Payment Plan

- Refer to the Payment Plan Agreement for the payment plan breakdown
- Deposit (first instalment) due two weeks before course commencement date
- The balance of the course fees shall be paid in three instalments as set out in the Payment Schedule Agreement
- Every instalment must be paid per the payment date and full amount as set out in the Payment Schedule Agreement

4.3 Short Courses (campus or distance learning)

- Deposit is due two weeks before course commencement date
- Full course fee due by course commencement date
- No academic packs may be given out if the deposit has not been paid

4.4 Repeat modules or extra modules

Module fees are due no later than course commencement date. No academic packs are given until fees are paid.

5. **DEFAULTING AND REPERCUSSIONS FOR RENEGING ON PAYMENTS**

Students not adhering to the conditions of registration in terms of payment of their fees will be handed over for debt collection. **Refer to Procedure Fees and Income** for managing bad debt and write-offs.

5.1 Defaulting on fees due

- Failure to settle the full balance of fees by the due date will result in students being excluded from lectures, tutoring and or assessment.
- A student is afforded no more than one default during the payment plan period.
- A default includes late payment of any instalment and/or not adhering to the full amount payable as per the Payment Plan Agreement.
- Following the first default the student is excluded from lectures, tutoring and or assessment with immediate effect until the outstanding fees are paid up. Once a student has defaulted, the balance of the outstanding amount(s) is due and payable immediately.

6. CANCELLATIONS, REFUNDS AND CARRY-OVER OF FEES

Students failing to attend lectures, for whatever reason, are not entitled to a refund or a reduction in course fees and are not absolved or exempt from any course fees due.

6.1 Refunds for Campus Students:

- 6.1.1 Cancellations received prior to one week before course commencement date: as long as the cancellation occurs according to the terms and conditions of the course, only the registration fee is non-refundable.
- 6.1.2 Cancellations received within one week before course commencement date (inclusive): registration fee and 10% of the course fee is non-refundable.
- 6.1.3 Cancellations received between course commencement date and up until 7 days after course commencement date (including day 7): registration fee and deposit is non-refundable.
- 6.1.4 Cancellation of courses will only be considered up to 7 days after course commencement date – see example below.



6.2 Refunds for Distance Learning / Online Students:

- 6.2.1 Cancellations received up until 7-days after course commencement date: 10% of the course fee is non-refundable.
- 6.2.2 Cancellation of course will only be considered up until 7 days after course commencement date.

6.3 Refunds for Short Courses:

- 6.3.1 Cancellations received more than 14 days prior to course commencement date; 5% of full course fee is non-refundable.
- 6.3.2 Cancellations received less than 14 days prior to course commencement date; 10% of full course fee is non-refundable.
- 6.3.3 No refunds are considered after course commencement date.

6.4 Refunds for Special Circumstances

- 6.4.1 If a learner falls ill and cannot continue with a course within an academic year, **eta** has no obligation to refund any of the tuition paid.
- 6.4.2 The student can be afforded the opportunity to complete the studies within an agreed period, e.g. if they became ill during their year of study and were unable to complete, they can resume their studies again in the following year.
- 6.4.3 The difference in course fees for the new year of study will be payable.
- 6.4.4 The opportunity is only afforded if the learner's illness is clearly stated on a medical certificate by a registered medical practitioner.

6.5 Cancellation of a course by eta

- 6.5.1 A minimum of 15 registered students is required for a course to run.
- 6.5.2 Courses are only cancelled by **eta** if there are insufficient student numbers to make the course viable for **eta**. In this **unlikely** event, all course fees paid by the student are refunded in full. The refund is paid within 30 days of the course being cancelled.

6.6 Carry-over of money on the same account between invoices

- 6.6.1 A student who overpaid and does not want a refund is allowed to carry fees over to another invoice.

7. **INVOICING**

All fees due must be invoiced to students through the **eta** Student Information System and at the time of acceptance to the **eta** course. See procedure for invoicing.

8. **RECEIPTING**

All fees received are recorded in an official receipt book, including income that is deposited directly into an **eta** bank account and reflected on the **eta** bank statement. Students are sent an updated statement of account whenever a payment has been received.

9. **EARLY BIRD FEES**

When a student registers and pays in full in the year prior to a course commencement date the course fee applicable at the time of application may be charged. For example,

a candidate registering and paying in June 2015 for a course commencing in February 2016 pays the course fees applicable in 2015. This rule only applies if all course fees are paid in full and is only applicable up to 5-months before a course commencement date. Thus fees for the following year of commencement must be paid before 1st September of the previous year.

10. GROUP DISCOUNTS

No regional manager or their employees is allowed to give a discount on fees other than in the cases stipulated below. Awarding any discount outside these rules without written proof of authorisation of the discount from one of the National Directors is considered a breach of this policy.

10.1 Discounts on individual course fees

A regional manager or a director may feel that there is a specific circumstance, due to poor delivery or service from **eta** or because of an exceptional reason for which a discount should be awarded. In this case, the regional manager may apply for the discount through the **eta** Student Information System. Once the discount is requested, authorisation is the responsibility of the **eta** National Finance Manager, in collaboration with the **eta** Manager.

10.2 Discount due to credits achieved from previous recognised learning

If students are exempt from credits completed in their previous learning programme (credits are being transferred) then the student is discounted for the credits being transferred according to the current credit value in the year of study for which they are enrolling. **Refer to: Procedures Fees and Income**

10.3 Group discounts:

10.1.1 Any organization wishing to apply for a group discount or a special group rate may do so, in writing, to the campus manager.

10.1.2 No group discount is applicable on registration or pack fees.

10.1.3 All the names of students for the group must be supplied at the time of registration, in order for the group discount to be applicable.

10.1.4 Group discounts are as follows:

- Groups of 2 – 5 : 5% off course fees
- Groups of 6 – 9 : 10% off course fees



- Groups of 10 -15 : 15% off course fees
 - Groups of 15+ : 20% off course fees
 - Groups larger than twenty - discount can be negotiated with the **eta** campus manager.
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