



Quality Training & Hospitality College

Fees and Refund Policy

PURPOSE

The purpose of this policy is to ensure that participants and staff are fully aware of the way in which participant fees and refunds are to be handled.

POLICY

It is the policy of QTHC to have fair reasonable financial dealings with participants and to protect fees paid in advance.

It is the policy of QTHC that the financial delegation for Refund of Fees lies solely with the Managing Director. Refund of Fees cannot be made without the express approval of the Managing Director.

PROCEDURE

FEES MANAGEMENT – Not applicable for Traineeships

Enrolment/Administration Fees

Where applicable, QTHC will charge a nominal fee per training hour for participants who are not currently receiving Government Benefits.

Those participants who receive a Government Benefit (i.e. Pension or Allowance) may be exempt from paying this fee, or may receive concession rates. Participants claiming an exemption must provide proof that they are receiving benefits (e.g.: Health Benefits Card, Health Care Card, or Pensioner Concession Card).

Priority for a place within courses will be given to those who have made full payment.

A fee of \$20.00 for an original parchment and \$10.00 for replacement parchment applies.

Timing for Payment of Fees

Fees for courses of \$250 and below are to be paid in advance prior to commencement.

Under special circumstances special payment arrangements may be negotiated upon request.

Payment Facilities

An invoice for payment is issued at the time of enrolment confirmation by QTHC.

Payment may be made by cheque, credit card, electronic funds transfer and/or direct debit arrangements.

If unable to attend course participants are entitled to:

- Nominate a suitable substitute to the course
or
- Defer participation to the next/same course on one occasion only where due notice of 14 days has been given

Formal acknowledgement of receipt of payment will be provided to the participant within 7 days of funds clearing.

Refund of Fees Received

Fees may be refunded under the following circumstances:

Early Departure

If participant leaves prior to the first 15% of the course duration, 50% of total course cost will be refunded (QTHC will retain a minimum of \$100 to cover administration costs).

If participant leaves between 16 to 30% of the course duration, 25% of total course cost will be refunded (QTHC will retain a minimum of \$75 to cover set-up costs).

If participant leaves at 31% of thereafter of the course duration they will not be entitled to any refund.

Student Cancellation

A full refund will be made where cancellations are notified 14 days prior to the course commencement.

Cancellations made less than 7 days prior to commencement will incur a fee of 75% of the full course cost including materials, administration fee.

Failure to notify of cancellation (no-show) will result in the full fee, including for materials, being charged.

Exceptional circumstances will be considered for refund. However participants may be required to provide proof to support claims of exceptional circumstance e.g. Illness – (doctor's certificate) or family crisis.

Request for refunds must be made in writing to QTHC within 14 days of leaving the course.

Refunds will only be made after the fees have been cleared through QTHC's bank account. All course costs are calculated by direct "participant contact hours" and has no bearing on length of program in terms of training weeks.

QTHC Cancellation Policy

Programs may be cancelled due to low registrations.

Reasonable notice of cancellation including an offer of transfer to another program within 8 weeks will be given to participants. If QTHC cannot honour the transfer within the eight (8) week period and the participant prefers, QTHC will refund full fees.