



FEE MANAGEMENT POLICY

As a Nationally Registered Training Organisation **Professional Investigators College of Australasia** 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
 - We fail to provide the services.

COURSE PAYMENT

The course fees are:

1. CPP30607 Certificate III in Investigative Services is \$1499.00.

The course fee is to be paid on the chosen payment plan and such payment plan shall be as agreed and will be in such a manner as to ensure that the fees are paid in full prior to the completion of your training and will ensure we do not hold more than \$1,800 threshold for each learner.

Payment plans offered include;

1. Upfront full course payment \$1499.00
2. Enrolment fee of 9 monthly payments of \$200 = Total \$1800
3. Centrepay deduction option. \$1800 over 12months with fortnightly payments.
4. Centrepay deduction less than \$100 a fortnight the balance must be meet by a second payment method. Payment plan total \$1800.00

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Credit Transfer of approved subjects no cost - Gap Training \$150.00 per subject.

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

- Bank deposit;
- Credit card
- EFTPOS

MERCHANT SECURITY POLICY

When purchasing from **Professional Investigators College of Australasia**, card details are transmitted through a secure server using ecommerce. Card data is not hosted by Professional Investigators College of Australasia after processing.

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 (48 hour) cooling off period immediately after enrolment in the course.

This period of time allows you to firm up your decision to enrol. However, if you start (access) the course during this period your cooling off period is null and void.

You are able to waive this cooling off period on enrolment by checking the waive of cooling off period box during the enrolment process.

A full refund will be provided by the Professional Investigators College of Australasia if you choose to not continue after enrolment within the 48 hour period and no access has been made to the course.

CANCELLATION

Cancellations made by you must be made in writing by you to the;

CEO of Professional Investigators College of Australasia

2/2 Allen Street, Moffat Beach QLD 4551

and is deemed to take effect on receipt of your written notification and our refund policy applies. **See below REFUNDS.**

FEE PROTECTION

Where Professional Investigators College of Australasia are unable to provide services for which you have prepaid, you will:

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

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 CEO, 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 college 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 Professional Investigators College of Australasia will not pay these fees.

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.

REFUNDS

All applications for a refund of monies paid to Professional Investigators College of Australasia are to be made to the CEO.

The refund application is to be accompanied by any evidence you wish to present to support your application.

Partial refunds are provided for:

1. A course is commenced but due to unforeseen circumstances, we are unable to complete the course. (The refund amount is for any unused portion of the prepaid amount)
2. In circumstances of illness which prevent you from continuing to study, you may be entitled to a partial refund under the following circumstances;
 - Satisfactory evidence for withdrawal (e.g. medical certificate) must be provided
 - A non-refundable administration fee of **\$300** will be deducted from any eligible refund
 - Any refund will be at the discretion of **Professional Investigators College of Australasia**

There is **no** refund of fees for:

1. you simply changed your mind;
2. you in any way contributed to the problem;

3. you asked for a service to be done in a certain way against the advice of the business; or
4. you asked for a service to be provided in a way against the Standards for Registered Training Organisations 2015;
5. were unclear about what you wanted

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.

CANCELLATION OF COURSE BY THE PROFESSIONAL INVESTIGATORS COLLEGE OF AUSTRALASIA

In the event that a course is cancelled by **Professional Investigators College of Australasia** for any reason, students enrolled at the time of the cancellation announcement will have their fees fully refunded. Students who may have already been assessed as competent for some units in the course will be issued a Statement of Attainment for these units.

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.

For more information see Student Handbook.