

FEES & CHARGES POLICY

Contour Systems Pty Ltd will undertake to ensure that we provide financial safeguards for fees, charges and subsidies received from all students, training service clients and government agencies.

The company aims to provide this assurance by maintaining recognised accounting systems, clear monitoring processes and independent annual financial reviews. In addition, Contour Systems Pty Ltd will maintain current membership of an approved tuition fee protection scheme.

Contour Systems will only advertise the total amount of all fees, including course fees, administration fees, materials fees and any other charges on all marketing material to ensure consistency of our client services and all costs are fully visible prior to any form of financial commitment by our clients.

In the event that alternate payment methods are available and agreed to, these will be documented and provided to the intending client prior to any financial commitment taking place.

Where, when and if exemptions of fees apply, these will also be clearly stated in our marketing material to ensure the client has the opportunity to access the exemption prior to making any payments. Contour Systems will ensure that the appropriate documentation is secured from the client, to confirm eligibility for exemption/s according to departmental requirements.

Contour Systems will apply charges to late fee payments and use of electronic fees transmission payments. These charges will be clearly displayed or documented prior to enrolment or collection of monies.