


Policy title	Policy Fees and Payments	Year	2024
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Policy sign-off date	October 2023		
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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** SharePoint in the folder for **eta** Marketing and on the **eta** website.

Fees include:

- Non-refundable and non-transferable registration fee for full qualifications
- Tuition and assessment for all programmes
- Online academic resources for all

Fees do not include:

- Repeat module costs
- Qualification programmes 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:

- Payment Gateway
- Credit Card
- Cash (registration fee only)
- Direct deposits to the bank
- EFT Payments

4. PAYMENT OPTIONS AND DUE DATES FOR PAYMENTS

No academic packs may be given out if the full programme fees, or first term payment has not been paid.

4.1 Qualifications (campus and distance learning)

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

4.1.1 Payment Option 1 – Upfront

Full course fees paid on or before 31 Dec prior to year of study is entitled to an “Early Bird” discount

4.1.2 Payment Option 2

Full course fees paid on or before 31 Jan is entitled to an “Upfront Discount”.

4.1.3 Payment Option 3

If Full Payment of the previous two options are missed, the following Term Payments will apply

Term 1 – due by 31 January

Term 2 – due by 07 April

Term 3 – due by 7 July

Term 4 – due by 7 October

4.1.4 Payment Option 4

1. Student Hero is the preferred provider for student loans. Alternatively, students can apply for student loans from their own banks.

1. 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 Short Courses (campus or distance learning)

- Full fees Upfront.
- Full Refund will be given if the applicant cancels before 7 days of the course start date, full course fee will apply for any cancellations within 7 days before the course start date.

4.3 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 programme fees and are not absolved or exempt from any programme fees due.

6.1 Refunds for Campus or Distance Learning Students:

6.1.1 Cancellations received prior to one week (7 days) before programme commencement will be refunded programme fees except for the R1500 non-refundable registration fee.

6.1.2 Cancellations received within one week before course commencement date (inclusive): registration fee and 10% of the programme fee is non-refundable.

6.2 Refunds for Special Circumstances

6.2.1 If a learner falls ill and cannot continue with a programme within an academic year, **eta** has no obligation to refund any of the tuition paid.

6.2.2 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.

6.2.3 The difference in programme fees for the new year of study will be payable.

6.2.4 The opportunity is only afforded if the learner's illness is clearly stated on a medical certificate by a registered medical practitioner.

6.3 Cancellation of a programme by eta

6.3.1 The number of minimum students per course will be decided by the CEO and managers and according to the budget for a programme to run.

6.3.2 Programmes are only cancelled by **eta** if there are insufficient student numbers to make the course viable for **eta**. In this **unlikely** event, all programme fees paid by the student are refunded in full. The refund is paid within 30 days of the course being cancelled.

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

6.4.1 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** Campus on Cloud (COC) system and at the time of acceptance to the **eta** programme. See procedure for invoicing.

8. RECEIPTING

All fees - cash payments, eft, direct deposits etc, that reflects on the **eta** bank accounts are recorded in an official receipt book as well as on COC. Students are sent an updated statement at month end or when requested.

9. EARLY BIRD FEES

When a student registers and pays in full in the year prior to a programme commencement date the programme fee applicable at the time of application may be charged. For example, a candidate registering and paying in June 2020 for a programme commencing in February 2021 pays the programme fees applicable in 2020. Thus, fees for the following year of commencement must be paid on or before 31st December 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 programme 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 Campus on Cloud (COC) 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.

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 programme fees
 - Groups of 6 – 9 : 10% off programme fees
 - Groups of 10 -15 : 15% off programme fees
 - Groups of 15+ : 20% off programme fees
 - Groups larger than twenty - discount can be negotiated with the **eta** campus manager.
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