



GOLD COAST TRAINING COLLEGE

COURSE FEES/PAYMENTS

Course fees may be paid by:

- Credit card
- Direct deposit
- PayPal
- Payment Plan

If payment cannot be made please contact the office for a payment alternative method and Ph: **07 5528 3591** or email: info@gctrainingcollege.com.au

All course fees include material and administration fees. Additional fees of \$35.00 per document will apply for additional copies of qualifications, statements of attainment and records of results.

Students enrolling in any course under the Certificate III Guarantee program must pay in full prior to course commencement. EZIPAY or Integray Pay payment plans do not apply to Government funded programs at the Gold Coast Training College. Fees outstanding for more than 90 days will be sent to a collection agency and additional fees and charges will apply.

CANCELLATION/REFUNDS POLICY

Should the Gold Coast Training College need to *cancel/reschedule* any course, students/companies are entitled to their 100% deposit being fully refunded or transferred to a future course. Ideally, *48 hours* notice will be given to students/companies however in cases where this is not achievable as much notice as possible will be given.

- No refund is available to students who leave before finalising the course/competency/module unless they can provide a medical certificate or show extreme personal hardship. Students providing evidence of a medical certificate or extreme personal hardship may reschedule the course/competency/ assessment to a future date. The date will be at the discretion of the Gold Coast Training College.
- If a student fails to formally withdraw from a course prior to commencement without giving 5 days written notice in advance to the Gold Coast Training College will result in an automatic forfeiture of all fees paid.
- No refund will be payable for online courses if a student has not formally withdrawn in writing prior to the second day of being provided with a login.
- No refunds will be payable if a student has a change of mind or if the student has been disqualified from course attendance due to inappropriate behaviour.
- Protection of Fees Paid - All deposits/prepayments received are placed in a separate account and are not accessed until the course commences. A relevant proportion of fees paid will remain in that account until the course is completed, to ensure refunds for eligible students.
- Once a refund has been processed a cheque will be posted to the student/company nominated address by registered post. EFT is also available if requested.
- Students will be given two opportunities to be assessed as competent. Should a student be deemed not yet competent following the second attempt of assessment no refund will be given.
- The Gold Coast Training College reserves the right to cancel and refund an enrolment into any course funded under the Certificate III Guarantee if the student is found ineligible to participant .