

Payment Policy and Procedures

Purpose

The purpose of this Payment Policy & Procedure is to establish the learning programme enrolment & payment options, processes and procedures.

1. Introduction

- 1.1 The prompt payment of learning programme fees is integral to the life blood of our academy.
- 1.2 Learning programme fees are always due on or before the first day of a new month and are non-refundable.
- 1.3 Students / clients who have signed up to a Payment Plan (PP), will be allowed to pay their fees slightly later (no later than the 5th of a new month), or as agreed upon in the terms set out by the finance department.
- 1.4 Learning programme dates are published online in advance for all interested parties to view and note.

2 Payment of fees

- 2.1 Students / clients or Companies who jointly agree to pay the programme fees applicable to the learning programme that they have enrolled for confirm to pay the fees into the academy's nominated bank account.
- 2.2 The payment terms are as follows:
 - I. A deposit of 25% is required to secure your place prior to learning programme
 - II. Thereafter monthly payments will be due over the remainder 6 months

3 Early Payment Discount

3.1 Learning programme Fees which are paid in full before the commencement of the learning programme will qualify for a 5% discount of the total price of the learning programme. This discount does not apply to student / client paying through a Payment Plan (PP) scheme. Other discounts are available for paying multiple programmes in advance. Please discuss this with the finance department for further details.

4 Instalment arrangements (Payment Plan)

- 4.1 Any agreements (payment plans) will be confirmed in writing and signed by both parties.
- 4.2 If the student / client has entered into a payment plan with the academy and more than one payment is missed, then the academy reserves the right to request the full amount immediately.
- 4.3 If instalments are missed and/or paid late then Management will be notified of the amount owing and details of the missed/late payments. Appropriate action, which could include removal from the programme or exclusion of modules, will then be taken.

5 Late Payments

- 5.1 A R200 admin fee will be charged if fees are not paid on time. The student / client will be notified by email and/or telephone call to bring their account up to date within 1 week.
- 5.2 If fees still remain unpaid then a further R350 admin fee will be charged and a second email sent stressing that all arrears must be finalised within 7 days. A statement of all outstanding fees and payments made and/or missing will be passed to the management and possible removal from the programme or exclusion may follow.
- 5.3 If a debt rises to an unacceptable level, the academy reserves the right, in extreme cases to remove the student / client and to withhold learning materials.
- 5.4 The student / client shall also be liable to pay all costs, fees, disbursements and charges including legal fees and costs reasonably incurred by the academy in the recovery of any unpaid fees regardless of the value of the academy's claim.

6 Fee increases

- 6.1 Fees are reviewed annually and are subject to increase from time to time.
- 6.2 If student / client receives less than a month's notice of a fees increase they may give to the academy written notice of withdrawal from the programme within 21 days and will not be liable to pay fees in lieu of notice.
- 6.3 The student / client deposit, if paid, will be refunded without interest less any sums owing to the academy.

7 Anti-money laundering:

7.1 From time to time, the Academy may need to obtain satisfactory evidence such as sight of a passport / identity document of the identity of a person who is paying fees.

8 Indemnity

8.1 The student / client shall indemnify the Academy against all losses, expenses (including legal expenses) and interest suffered or incurred by the Academy if the Academy is required to repay all or part of any sum paid to it by a third party credit our academy on behalf of the Student / client.