



**PRIMADEE**

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### PRIMADEE ACADEMY Fees Payment and Refund Policy

- 1. Tuition Fees:** The tuition fee for the Healthcare Assistant course is **R13 500**. All fees are subject to change, but changes will be communicated in advance.
- 2. Payment Schedule:** Tuition fees are divided into 4 installments, with the 5<sup>th</sup> of the Month as a due date for each installment. Late payments may incur additional charges or penalties.  
**2.1.** Students must pay their tuition fees following this payment schedule:




	Registration fees <b>immediately</b>	Deposit <b>Before Class</b>	1 <sup>st</sup> Instalment	2 <sup>nd</sup> Instalment	3 <sup>rd</sup> Instalment	4 <sup>th</sup> Instalment
<b>A</b>	<b>R1 000 (R200 + R800)</b>	<b>R2 500</b>	<b>R2 500</b>	<b>R2 500</b>	<b>R2 500</b>	<b>R2 500</b>
<b>B</b>	<b>R1000 (R200 + R800)</b>	<b>R1 930 per Month x 7 months</b>				

*\* Students are also encouraged to pay their installments in advance/upfront to avoid inconveniences.*

*\* All installments, except registration and deposit fees, **MUST** be made on or before the 5<sup>th</sup> of each month.*

### 3. Payment Methods:

The institute accepts payments through the following methods:

-  Credit or Debit Card (*you can swipe at the office or use online payment*)
-  Bank Transfer
-  Cash

### 4. Refund Policy:

- 4.1. Registration and Payment:** All students must complete the registration process and make payment according to **(2.1)**.
- 4.2. Cancellation and Refund:** If a student wishes to cancel their enrollment before the training program begins, they must notify the institute **in writing or through an official cancellation form**. The institute will provide a refund based on the following schedule:
  - 4.2.1.** Cancellation within 14 days before the program start date: 90% of the tuition fee will be refunded.





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4.2.2. Cancellation within 7 days before the program start date: 50% of the tuition fee will be refunded.

4.2.3. Cancellation within 1 day before the program start date or after the program has started: No refund will be provided.

**4.3. Withdrawals:** If a student decides to withdraw from the training program after it has begun, they must notify the institute in writing. The institute will provide a refund based on the following schedule:

4.3.1. Withdrawal within the first 30 days of the program: 50% of the tuition fee will be refunded, provided the learner has paid 50% to 100% of the total tuition fee in advance.

4.3.2. No refund will be provided on monthly instalments if the learner withdraws within the month paid for.

**4.4. Non-Attendance:** Non-attendance or failure to complete the training program does not entitle the student to a refund.

**4.5. Exceptional Circumstances:** In exceptional circumstances, such as medical emergencies or other unforeseen events, the institute may consider refund requests on a case-by-case basis.

**4.6. Refund Processing:** Refunds, if applicable, will be processed within 30 days from the date of receiving the written request or official cancellation form.

**4.7. Administrative Fees:** The institute will deduct registration fees from the refund amount as specified in the fee structure.

**4.8. Material Fees:** Any non-refundable material fees or expenses incurred by the institute on behalf of the student will not be refunded.

**4.9. Students are encouraged to fully understand the refund policy before enrolling in a program.**

## **5. Overdue Payments:**

**5.1. Tuition and Fee Payment Deadlines:** All students are required to pay their tuition and fees by the 5<sup>th</sup> of each month upon completing registration.

**5.2. Late Payment Penalties:** Late payments will be subject to penalties and late fees. Students who fail to pay their tuition and fees as specified in **5.1** will incur late fees of **R250** of the outstanding balance.

**5.3. Financial Holds:** Students with overdue fees will have a financial hold placed on their accounts. A financial hold will prevent students from registering for future courses, receiving





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training assistance from the institution, and participating in other academic and practical training activities until the overdue fees are paid in full.

**5.4. Collections Process:** If fees remain overdue for an extended period of up to 30 days, the college will take the following additional actions,

**5.4.1.** Suspending a learner from both practical training and theory training.

**5.4.2.** A final letter of demand will be issued during suspension and when it is issued, the learner will be given 14 days to respond failure of which results in disqualification.

**5.4.3.** Disqualification means a learner forfeits the full academic progress made and will not be certified. No refund will be issued for the fees paid.

**5.4.4.** The institute may also take legal action against the learner if payments remain overdue.

**5.4.5.** All costs associated with collections or legal action will be the responsibility of the student.

**5.5. Communication:** The college will communicate with students regarding overdue fees through official channels, which may include email, WhatsApp, and SMS. It is the student's responsibility to keep their contact information updated with the college.

**6. Payment Receipts:** Students will receive an official updated invoice upon making each fee payment. Learners should keep their payment records for reference.

**7. Fee Disputes:** If students have any disputes or concerns regarding fees, they should contact the institute's accounts department for resolution.

**Signatures.**

**Learner's Signature**\_\_\_\_\_

**Admin Officer Signature**\_\_\_\_\_

