What this policy is about
This document sets out our policy for collecting residential accommodation fees.

Who this policy applies to
This policy applies to you if you are staying in residential accommodation at QATC.

This policy does not apply to QATC staff living at or staying at QATC.

Policy detail

1. How residential accommodation fees are charged
   a) Residential Accommodation (RA) fees
      i) If you enrol in residential accommodation at QATC, then you will be charged Residential Accommodation (RA) Fees as set out on your AC930 Accommodation Application and Agreement.
      ii) RA Fees are calculated using the scale of fees set out in the Schedule of Accommodation Fees, available on our website.
      iii) If you participate in formal work experience and you are staying somewhere other than the College Residence during such work experience, then no RA Fees are payable for the period that you are at work experience.
   b) Miscellaneous Residential (MR) fees
      i) We may also charge Miscellaneous Residential (MR) Fees for other things, including (but not limited to) the full cost of:
         (1) Replacing room keys, mail box keys, and/or locks.
         (2) Repairing / replacing any items damaged when you vacate the College Residence.
         (3) Any rescue service call-out fee in the event that, for example, Queensland Fire and Rescue Service responds to a fire alarm due to the unauthorised and/or indiscriminate use, by you (and/or your guest), of any equipment.
         (4) All and any repairs required due to wilful damage and/or neglect inflicted to our property by your (and/or your guest).
         (5) Replacing the mattress protector or mattress provided by us at the beginning of your accommodation agreement, in the event that such mattress protector or mattress is not returned, is lost and/or is returned to us damaged.
         (6) Eradicating pests and/or cleaning and repairing any part of the College Residence if any pest infestation is directly linked to poor housekeeping or lack of hygiene on your part. This cost will be payable even if the eradication cost escalates due to the subsequent spread of those pests to other areas of the College Residence.

2. Fee discounts
   a) We may offer you a discount for your RA Fees where payment is made up front in full by the date specified on your tax invoice.

3. Deposits
   a) We may collect a non-refundable deposit at the time you sign the accommodation agreement, in which case:
      i) Upon payment, the deposit will be offset against your first invoice for fees; and/or
      ii) If you cancel/withdraw from residential accommodation in such a way that there are no fees payable, then the non-refundable deposit will be forfeited (i.e. it will not be refunded).

4. Disclosure of fees
   a) We disclose fees payable under this policy prior to you entering into an accommodation agreement, as follows:
11. Paying your fees

a) Payment method
   i) You can pay your fees by way of:
      (1) An up-front payment method; and/or
      (2) An approved payment plan.
   ii) For information about up-front payment methods, see Fees Policy – Up-front payment methods.
   iii) Payment plans are available to approved applicants. For more information about payment plans, see Fees Policy – Payment plans.

b) Fees must be paid by the due date
   i) You must make sure your fees are paid either:
      (1) In full by the date written on the tax invoice; or
      (2) For each instalment of fees, by the date each instalment is due under an approved payment plan.

c) Effect of non-payment of fees
   i) We will only issue your Statement of Attendance once all and any of your invoices owing to QATC have been paid in full.
   ii) If your fees have not been paid by the due date, then:
      (1) We may refuse to provide training and assessment, residential accommodation and/or other goods and services to you until such time as your fees are bought up to date; and/or
      (2) We may apply interest to your account at the rate of 7.05% per annum, and the account will need to be paid in full within seven (7) days; and/or
      (3) We may refer your account to a credit reporting agency. This will result in additional costs being incurred by you and may affect your credit rating.

12. How early exit, suspension or expulsion will affect your fees

a) What is early exit?
   i) You can choose to end your accommodation agreement and exit the accommodation early by telling us in writing. This is known as an early exit.
   ii) If you make an early exit, then you will be liable to pay:
      (1) RA Fees up until the date of departure from accommodation; and
      (2) An early exit fee equivalent to 2 weeks’ RA Fees (including meals and laundry); and
      (3) Any MR Fees that have accrued.

b) How do you make an early exit?
   i) If you want to exit residential accommodation early, then you must tell us in writing. You can do this by sending us an email at enquiries@qatc.edu.au or you can hand a letter to a QATC Staff member at the reception area at your campus.

c) When does early exit take effect?
   i) It may take us a few days to process your early exit, however for the purposes of working out your fees we will count your early exit as taking effect at later of:
      (1) The date you depart QATC accommodation; or
      (2) The date you notify us in writing that you are making an early exit.
d) What is suspension from residential accommodation?
   i) If you do not live up to your obligations under the accommodation agreement, then the Chief Operating Officer (COO), or their authorised delegate, may take action to suspend you from the College Residence for a period of time. This is known as being suspended.
   ii) If you get suspended, then:
       (1) You cannot stay in the College Residence for the period of your suspension; and
       (2) You will need to find alternative accommodation - at your own cost - outside of QATC for the period of the suspension; and
       (3) You will still be liable to pay RA Fees (less the cost of meals and laundry) for the period of the suspension as well as any MR Fees that have accrued.
       (4) You will get a partial credit (equivalent to RA Fees less the cost of meals and laundry) for any RA Fees you have already been invoiced for the period of the suspension.

e) What is expulsion from residential accommodation?
   i) If you do not live up to your obligations under the accommodation agreement, then the Chief Operating Officer (COO) - or their authorised delegate - may take action to expel you from the College Residence. This is known as being expelled.
   ii) If you are expelled, you cannot come back to live in the College Residence unless approved by the Chief Operating Officer (COO), or their authorised delegate.
   iii) If you get expelled, then you will be liable to pay:
       (1) RA Fees up until the date of departure from accommodation; and
       (2) An early exit fee equivalent to 2 weeks’ RA Fees (including meals and laundry); and
       (3) Any MR Fees that have accrued.
   iv) If you get expelled then you will get a credit for any RA Fees you have already been invoiced for any time after the date you depart.

f) Fee liability

<table>
<thead>
<tr>
<th>Situation</th>
<th>You are liable to pay RA Fees:</th>
<th>Will a credit be applied to your account?</th>
<th>Are you liable to pay an early exit fee?</th>
</tr>
</thead>
<tbody>
<tr>
<td>You make an early exit</td>
<td>Up until the date you depart</td>
<td>Yes, if you were already invoiced for RA Fees for any time after the date you depart</td>
<td>Yes</td>
</tr>
<tr>
<td>You are suspended</td>
<td>For the full period of your suspension (less the cost of meals and laundry)</td>
<td>Yes – a partial credit (RA fees less the cost of meals and laundry) if you were already invoiced for full RA Fees for the period of the suspension</td>
<td>No</td>
</tr>
<tr>
<td>You are expelled</td>
<td>Up until the date you depart</td>
<td>Yes, if you were already invoiced for RA Fees for any time after the date you depart</td>
<td>Yes</td>
</tr>
</tbody>
</table>

13. Cooling off period for unsolicited agreements
   a) In the event that you enrol with us as a result of negotiations from unsolicited selling as set out in the *Competition and Consumer Act 2010* (Cth), then you can terminate your enrolment during the statutory cooling off period of ten (10) business days and you will not be liable to pay fees for your enrolment unless you have already commenced your training during such cooling off period.

14. Publication of this policy
   a) We will publish this policy on our website.

Policy definitions

In this policy, all words and/or phrases have the meaning given to them in *POL 8.00 Fees Policy - Definitions*. Where any word or phrase is given a definition, any other part of speech or other grammatical form in respect of that word or phrase has a corresponding meaning.
FIN POL 8.03
Fees Policy – Residential Accommodation

Policy authorisation
This policy is authorised by the Chief Operating Officer of QATC and comes into effect on the date it is published on our website.

For more information
For more information about this or any of our policies, please contact our customer service centre on 1800 888 710 or send us an email at enquiries@qatc.edu.au.

Version history

<table>
<thead>
<tr>
<th>Version</th>
<th>Date</th>
<th>Written / amended by</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.0</td>
<td>6/3/2017</td>
<td>Sharon Brennan</td>
<td>New policy which supersedes previous fee policies relating to residential accommodation fees</td>
</tr>
</tbody>
</table>