

REFUNDS

Course variations – Withdrawal or Cancellation from a course and refund request

An enrolment fee of \$150 is non-refundable.

Requests must be in writing or email. A form is completed. The form is available from the website's download page.

Definition: Commencement Date

Blended Learning: For Blended Learning online induction date will be considered as the course "Commencement date".

Class Room: Date of first class, which includes Induction, will be considered as the course "Commencement date".

Procedure:

- You must submit notice of the intention and the request for a refund in writing.
- Evidence to support the request can be submitted.
- You must be up to date with course fees at the time of the request.
- The request will be assessed based on information provided and the progress through the course.
- If the request is successful, a refund administration fee is charged and deducted from the refund.
- A refund calculation letter is provided that explains the decision.
- Statements of Attainment for units completed and paid to date will be issued.