

Policies & Procedures



REFUND

VERSION: 1.1

All Course fees will be paid to Australian Workplace Training Pty Ltd (AWT) in full prior to the commencement of the course. However, to support AWT's access and equity policies payment may be made by instalments subject to the CEO's approval. Invoices for course fees may be issued upon request.

No refund will be given after commencement except in special circumstances, which will require a written request of refund to the CEO of AWT.

Students who withdraw from courses could be eligible for a refund by applying in writing to AWT.

- A refund will be considered if all of the following conditions are met:
- A request to cancel enrolment in the program is submitted within five (5) days of the enrolment date, and
- The enrolled user has not commenced the program, ie: has not partly or fully completed any education within the program.

The payment of refunds will incorporate the following principles:

- A students withdrawing prior to a course commencing and any administrative processes commencing are eligible for a full refund.
- A student who withdraws prior to a course commencing and after administrative processes have begun are eligible for a full refund less \$50.00 administration fee.
- A student who withdraws after course commencement will be eligible for a refund of all fees paid in advance for undelivered training, except commenced units and an administration fee of \$50.00.
- All refunds requests will be processed within 14 days.
- The method of reimbursement will be by cheque, unless requested in writing by the student and approved by the CEO.
- In the event that AWT is unable to fulfil its contract with a client, AWT will refund the client the proportion of fees paid by the client of the services that were not received.
- Complaint/disputes about refunds are to be through AWT's grievance policy and procedure as outline in this
- An administration charge of \$50.00 applies to all refunds.

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