

# Refund Policy



- Refunds are granted on receipt of written authorisation by the Training and Quality Assurance Manager
- On receipt of the Training and Quality Assurance Manager's written authorisation Corporate Services pays the stipulated refund or issues a Credit Note
- Refunds are available:
  - > To students enrolled in a scheduled course that is cancelled. These students are entitled to a full refund
  - > To students who, after attending the first training session/class, decide to discontinue or leave the course. These students are entitled to a fifty percent refund

*NOTE: Refunds are not available to students who decide to discontinue or leave the course after the second training session/class*
- To students enrolled in a government funded course that provide written notice of withdrawal from the course up to four weeks after it commences. These students are entitled to a refund less the mandatory minimum charge and the administrative costs. (Refer to the Fees and Charges policy listed on the Skills Victoria website at: <https://secure.otte.vic.gov.au/GFTP/Common/2008/FeesandCharges2008.asp>)

Specific circumstances, e.g. compassionate grounds, may result in the Training and Quality Assurance Manager granting a refund greater than the stipulated amount set out above. For this consideration students must apply in writing directly to the Training and Quality Assurance Manager.