



REFUND POLICY

1. PURPOSE

To state the method in which the organisation ensures refund policy remains

2. SCOPE

This document is relevant to prospective enrollees in courses conducted by Australia Learning Institute

3. REFERENCES

4. DEFINITIONS

Course Fee – the full fee charged for a course, including tuition fees and materials fees.

5. POLICY

Australia Learning Institute will make a full refund of all fees paid should course be discontinued. Should the participant desire to take an alternative course with Australia Learning Institute, fees will be fully transferable to that course. In the event of a course for which the participant was enrolled being unavailable or no acceptable alternative course is available fees are fully refundable, including any deposit paid.'

Should a participant cancel an enrolment with Australia Learning Institute, the following conditions will apply regarding a refund of fees:

- Cancellation prior to the commencement date 80% of course fees will be refunded.
- No refunds or transfers will be given for cancellations or discontinuations after a course commencement date except where extenuating circumstances prevail* or after exclusion for unsatisfactory attendance or behaviour
- All requests for cancellation or refunds must be made in writing using Australia Learning Institute's Refund Request Form (Doc 13C) and accompanied with supporting documentation where necessary
- Normal processing time for a refund request is up to four weeks
- Refunds will be paid within one (1) week of the claim being agreed upon

*Extenuating circumstances: Should a participant have to discontinue a course for legitimate reasons, such as sickness or exceptional family circumstances, a full refund less 20% will be paid.

7. DOCUMENTS

Enrolment Form (Document 13A)

Course Withdrawal form (Document 13B)

Refund Request form (Document 13C)

Student Handbook (Document 20))