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## REFUND POLICY (LOCAL STUDENTS)

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**POLICY TITLE:** REFUND POLICY (LOCAL STUDENTS)

**POLICY NUMBER:** WIP0910 - 033

**RESPONSIBILITY:** OPERATIONS MANAGER

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An initial non-refundable enrolment fee of \$230 will apply to all courses. This fee is payable in advance of commencement of a course. This does not apply to fees and charges paid by apprentices or trainees training under a user choice or strategic purchasing program contract.

If a refund is requested more than 4 weeks before the commencement of the course, a full refund, less the administration fee, will be given.

If a refund is requested less than 4 weeks and more than 2 weeks before the commencement of the course, a refund of 50% of the tuition fee will be given.

If a refund is requested less than 2 weeks before the commencement of the course a refund of 25% of the tuition fee will be given.

If a student wishes to change their enrolment to a course delivered concurrently to the original enrolled course (and enrolments are still available) the fees paid will be transferable to the new course. A second administration fee will not be charged.

Once training has commenced in the course/unit/competency no refund is available to enrolled students who leave before finalising the course/unit/competency unless the student can provide a medical certificate or show extreme personal financial hardship. However, should students wish to finalise incomplete competencies in a future course, the original fee payment can be used as credit towards the fees payable for that course as long as the future course/unit/competency commences within six (6) months of the date of the original payment being received by WAIFS. Students should request a refund form from the Manager, Student Administration.

Should West Australian Institute of Further Studies cancel a course, students are entitled to a full refund (or pro-rata adjusted refund) or to transfer funds to another/future course. In this event students will be given their preferred option.

Students enrolled in an apprenticeship or traineeship will receive a full refund of fees charged for training delivery that has not commenced at the time of cancellation. Where an apprentice or trainee withdraws from a unit of competency a proportionate refund will be provided.

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