



## REFUNDS AND CANCELLATION FEE POLICY FOR DOMESTIC

**POLICY NUMBER:** NC18-PP021

**RESPONSIBILITY:** OPERATIONS MANAGER

### Contents

1. Scope.....	1
2. Important information for students .....	1
3. Submitting a Request for a refund .....	1
4. How long does a refund payment take?.....	1
5. How is payment made? .....	2
6. Can a student request a compelling/compassionate waiver of cancellation fees? .....	2
7. Table of Refund and Cancellation Fees.....	3

#### 1. Scope

This policy applies to the calculation of cancellation fees and refunds. The policy applies to all reasons a refund or cancellation may arise, including student default and provider - West Australian Institute of Further Studies Pty Ltd's ("WAIFS") default.

#### 2. Important information for students

All WAIFS' students have access to the WAIFS' Complaints and Appeals Process should they disagree with any decision or action made by WAIFS.

For information on how to lodge a complaint or appeal refer to the Complaints and Appeals Policy:

[www.waifs.wa.edu.au/policies-procedures/](http://www.waifs.wa.edu.au/policies-procedures/)

This Policy and the availability of complaints and appeals processes, do not remove the right of any student to take action under Australia's consumer protection laws.

#### 3. Submitting a Request for a refund

Students may request to cancel their enrolment at any time. Subject to the timing of that request, cancellation charges may apply. All Students should complete an Enrolment Variation Form (EVF) Domestic and supply supporting documents if applicable. Requests must be signed by the student (or parent/guardian for students under 18).

All requests for refund of any monies must be made in writing to [admissions@waifs.wa.edu.au](mailto:admissions@waifs.wa.edu.au) on the Refund Request Form and signed by the student (or parent/guardian for students under 18).

EVF's and Refund request forms are available at [www.waifs.wa.edu.au/forms/](http://www.waifs.wa.edu.au/forms/), from reception or on the Student Portal (currently MYWISENET).

A record of the decision in relation to the enrolment cancellation and refund request will be put in writing and sent to the student (or parent/guardian for students under 18). A copy of the decision will be placed in the student file.

#### 4. How long does a refund payment take?

Where a student is entitled to a refund of fees under this policy the refund will be paid within four (4) weeks of receiving a written request from the student (or parent/guardian for students under 18).

Where a student is entitled to a refund of fees arising from 'Provider Default', the refund will be paid within 2 weeks of the date of the provider default.



## West Australian Institute of Further Studies

Refunds will only be made by direct deposit (electronic funds transfer) into a bank account nominated by the student (or parent/guardian for students under 18) on the Refund Request form/in writing.

### 5. How is payment made?

Refunds will be paid in Australian dollars into an Australian bank account to the person who entered into the contract with WAIFS (normally the student, (or parent/guardian for students under 18) unless that person provides a *signed* written instruction to WAIFS to pay the refund to another person.

Where the refund request form asks WAIFS to pay the refund to another person, WAIFS will only do this where the signature on the Refund payment request form matches:

- (i) The signature on at least one other enrolment-related document provided by the student to WAIFS during their enrolment, OR
- (ii) The passport of the student (or parent/guardian if the student is under 18), AND (iii) or (iv) apply
- (iii) The student (or parent/guardian if the student is under 18) has emailed the refund request form from the email address registered with WAIFS as their email address.
- (iv) The student (or parent/guardian if the student is under 18) handed in the refund request form at WAIFS' reception and a WAIFS employee (in the administration/accounts/marketing department) has counter-signed the form as genuine and put their name on it.

### 6. Can a student request a compelling/compassionate waiver of cancellation fees?

A student whose withdrawal or enrolment cancellation is due to *exceptional, compassionate or compelling circumstances* can request that cancellation charges be waived.

Requests should outline the reasons for the withdrawal and include independent third party documentary evidence (e.g. medical certificates) to support the request. Requests must be made in writing *within twelve months* of the date of the withdrawal. *Exceptional, compassionate or compelling circumstances are circumstances that were unexpected and beyond the control of the student. These circumstances have affected the student's life in such a significant way that the student should not reasonably be expected to pay cancellation fees.*

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 of the tuition fee, course material fees and uniform fee (if applicable), 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, plus cost of uniform (if applicable), less the semester course material 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, less cost of uniform (if applicable) and semester course material 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 no refund is available to enrolled students who leave before finalising their enrolment. The cancellation fee payable is 100 % of tuition fee for the semester, plus uniform fee (if applicable) and semester course material fee, 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 enrolment as long as the future enrolment 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 the 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.



7. Table of Refund and Cancellation Fees

Reason for Refund/Cancellation Fee	Notification Period	Cancellation Fee	Refund
<b>If WAIFS fails to provide the course offered, or terminates a service offered</b>	At All Times		Full refund (or pro-rata adjusted refund) or transfer funds to another/future course. Students will be given their preferred option.
<b>If incorrect or incomplete information is supplied by the applicant and WAIFS withdraws the offer</b>	Before semester/course starts	\$230.00 non-refundable enrolment fee	Full refund LESS \$230.00 non-refundable enrolment fee
<b>Student Default</b>  Student withdraws from course	More than 4 weeks before semester/course/unit starts	\$230.00 non-refundable enrolment fee	Full refund of semester tuition and non-tuition fee LESS \$230.00 non-refundable enrolment fee
Student is cancelled with WAIFS for a breach of any policy, procedure or guideline	4 – 2 weeks before semester/course starts	50 % of the tuition fee plus semester course material fee plus \$230.00 non-refundable enrolment fee	50% of the tuition fee, plus cost of uniform (if applicable)
	2 weeks before semester/course/unit start	75 % of the tuition fee for the semester PLUS \$230.00 non-refundable enrolment fee PLUS cost of Uniforms ordered (even if not issued to student) PLUS costs of semester materials (even if not issued to student)	Refund of 25% of the tuition fee for the semester, LESS cost of uniform (if applicable) and semester course material fee will be given.
	After course/semester/unit commencement	100% of semester tuition fee PLUS AUD\$230 non-refundable enrolment fee PLUS cost of Uniforms ordered (even if not issued to student) PLUS costs of semester materials (even if not issued to student)	No Refund