



REFUND AND CANCELLATION FEE POLICY FOR DOMESTIC

POLICY NUMBER: NC18-PP021

RESPONSIBILITY: HEAD OF ADMINISTRATION

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. What happens to my fees if I change my enrolment?.....	2
8. What happens in the event of Provider Default?.....	2
9. 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/

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 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/, 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).



West Australian Institute of Further Studies

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.

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.

7. What happens to my fees if I change my enrolment?

If a student wishes to change their enrolment prior to the commencement date to a different course offered by WAIFS and the student is meeting the enrolment criteria for the new course (and enrolments are still available) the fees paid will be transferable to the new course. A second administration fee will not be charged.

If a student wishes to change their enrolment after the commencement date to a different course offered by WAIFS and the student is meeting the enrolment criteria for the new course (and enrolments are still available) the student will be charged pro-rata for the original enrolment and the remaining fees paid (if applicable) will be transferable to the new course. A second administration fee will not be charged.

8. What happens in the event of Provider Default?

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.



9. Table of Refund and Cancellation Fees

Reason for Refund/Cancellation Fee	Notification Period	Cancellation Fee	Refund
If WAIFS fails to provide the course offered, or terminates a service offered	At All Times	No cancellation fee	Full refund (or pro-rata adjusted refund) OR Transfer funds to another/future course. <i>*Students will be given their preferred option.</i>
If incorrect or incomplete information is supplied by the applicant and WAIFS withdraws the offer	Before semester/course starts	AUD\$230.00 non-refundable enrolment fee	Full refund LESS AUD\$230.00 non-refundable enrolment fee
Student Default Student withdraws from course OR Student is cancelled with WAIFS for a breach of any policy, procedure or guideline	Before course commences	AUD\$250.00 cancellation fee	Full refund of semester tuition, material fee and uniform fee (if applicable) LESS AUD\$250.00 cancellation fee
	Weeks 1-4 of semester	AUD\$500 cancellation fee PLUS cost of pro-rata semester materials fee PLUS uniform fee (if not issued to student)	Refund of semester tuition fee LESS AUD\$500 cancellation fee LESS cost of pro-rata semester materials fee LESS uniform fees (if issued to student)
	After 4 weeks of semester	100% of semester tuition fee PLUS uniform fee (if issued to student) PLUS cost of pro-rata semester materials fee	No Refund of semester tuition fee Refund of uniform fee (if not issued to student) Refund of material fees LESS cost of pro-rata semester materials fee