

## **Domestic Students Refund Policy**

The Institute offers a fair and equitable refund policy that complies with all legislative requirements. The policy is outlined within the Student Handbook, Course Guide and General Admission Application form.

Enrolment fees paid for courses are not refundable, however are transferable. Refunds of tuition fees will not be made after commencement, instead the Institute offers a deferment. Where a subject fee is paid for in full \$150.00 of that fee will be retained by the Institute as an Administration Fee. This fee is applicable for each subject in which a student enrolls. Applications for refunds must be made in writing and received by the Dean no later than two weeks prior to class commencement. Requests for refunds received outside this date will be processed according to the refund policy. The Institute upon receipt will then respond within the following 30 - 60 day period, from the date of receipt of correspondence. In the event of students choosing pre-paid discount tuition fees, those fees are non-refundable, however transferable to either a later date, or another course offered by the Institute. Students who have paid a discounted price for a course have thereby expressed an intent to undertake that course in full, henceforth they will not be eligible for a refund.

Flexible Delivery Fees are subject to the same terms and conditions as listed in the previous paragraph. These will not be processed unless all course materials have been returned to the Institute within 5 working days of receipt and all course materials supplied including text books are returned in as new condition by Certified Mail/Registered Mail. Refunds will then be processed according to the principles stated in the proceeding paragraphs, in the following 30-60 day period.

When a request for a refund is received a letter acknowledging receipt of the refund is forwarded to the student and the designated time frame for completion of the request clearly stated.

The refund request will then be investigated and processed according to the policy outlined above within the designated 30-60 day period. Notification of the outcome will be forwarded to the student with a cheque where applicable.

Any appeals regarding refunds are to be referred to the Managing Director. Acknowledgement of receipt of the appeal will be sent to the student, and the outcome notified within the following 30-60 days.