

Fees Refund Policy

A full refund of paid tuition fees will be given when:

- Djerriwarrh Community & Education Services (Djerriwarrh) cancels the course; or,
- the participant's application for enrolment is not accepted.

A full refund of paid tuition fees minus a set administration fee of \$50.00 will be given:

- When the participant advises Djerriwarrh in writing, 5 working days prior to class commencement, that they are withdrawing from the course.

A part refund of paid tuition fees will be given minus an administration fee of \$50.00 when:

- A participant gives written notice (letter, email or fax) any time up until 4 weeks after the commencement date of the course.

Please note: non attendance does not constitute cancellation or withdrawal from a course. There will be no refund of tuition fees if the participant does not give written notice with the 4 week time frame specified.

No refund is available where a participant withdraws from the course at any time after 4 weeks of the commencement date.

If a participant withdraws from training at any time after 4 weeks of the scheduled commencement date and the student is on a payment plan, fees must still be paid in full.

Materials and/or resources costs will not be refunded once the materials and/or resources have been supplied to the participant.

Services and amenities fees will not be refunded for courses commenced.

Partial refunds will be given in the following circumstances:

- When the participant has overpaid the set tuition/administration fee, the difference will be refunded; or,
- When the participant has paid the full fee and then provides evidence of a Health Care Card within 5 working days of the course commencing, Djerriwarrh will refund the difference.

Djerriwarrh retains the right to grant refunds in other circumstances as it sees fit.

Djerriwarrh will refund the fees within 30 days in the form of a direct debit deposit.

For programs funded by the Department of Education and Training, fees are refunded according to the Guidelines About Fees.

In the unlikely event that Djerriwarrh ceases operation, Djerriwarrh will refund in full all fees (tuition, amenities, materials) paid for courses that have not yet commenced, or the balance of tuition fees for that part of the course that has not yet been delivered.

Associated Policies	PO 019 Financial Management Policy PO 031 Fees and Charges Policy
Associated Procedures	
Other associated documents Internal	DO 131 Djerriwarrh Fee Schedule
Relevant Legislation	Competition and Consumer Act 2010 Privacy Act 1988 Privacy & Data Protection Act 2014
Other associated documents External	VRQA Guidelines AQTF Guidelines About Fees (DET) Skills First Program