

REFUND POLICY

Western Training College is committed to the fair and transparent application of fees and charges, including the processing of refunds. Students are provided with details of all fees and charges and copies of the relevant refund policy prior to enrolment. This policy outlines the circumstances in which a student or client may receive a full or partial refund of their course fees.

Procedure

Fees for short courses are payable either 48 hours prior to or by arrangement, on the day of the course. Requests for refunds received 48 hours prior to course commencement will be eligible for refund. Participants will be eligible for a refund in the following circumstances:

Full refund where:

- Western Training College cancels the course prior to commencement.
- A participant is faced with extenuating circumstances (this is examined on a case-by-case basis).

Consideration will only be given to request lodged in writing using Western Training College's, Request for Refund Form.

Refunds are issued when:

- A student provides written notice of withdrawal more than 48 hours prior to commencement of course
- Review of Credit transfer indicates that the student does not have to undertake the course / part course
- A student is unable to attend due to extended hospitalization / illness, and/or pregnancy/childbirth

Refunds are not issued when:

- changes occur in student work hours
- it becomes inconvenient for a student to travel to class
- a student moves interstate
- a student changes jobs or becomes retrenched
- a student leaves before finishing course / unit of competency
- a student is expelled from the academy for a serious breach of discipline

Once students have started studying their chosen qualification or course, Western Training College will remain committed to providing the highest quality of training and assessment as outlined to the student handbook.

In the event that Western Training College is no longer able to provide the training and assessment services as initially agreed, then every effort will be made to arrange for agreed training and assessment to be completed through another RTO at no additional cost to the student. Prior to the transfer students will be formally notified of the arrangements including any refund of fees that may be applicable.