

## REFUND POLICY

All applications for a refund of monies paid to us are to be made to the CEO on the refund application form. The refund application form is to be accompanied by any evidence you wish to present to support your application.

Refund application forms are available from the administration team.

### POLICY

**Full refunds** are provided for:

1. Withdrawing from your course 4 weeks prior to the agreed started date as per original Confirmation of Enrolment letter (eCoE)
2. Withdrawing from your course, where the change has been instigated by us; or
3. An application for a Student Visa has been denied by the Department of Home Affairs.

**Partial refunds** are provided for:

1. A course is commenced but due to unforeseen circumstances, we are unable to complete the course.
2. Withdrawing from the course less than 4 weeks prior to the agreed start date as per original CoE minus a \$500 non-refundable administration fee.
3. Cancellations after the course commencement, the initial deposit is not refundable.

### NO REFUND

There is no refund of fees or any prepaid amount for:

1. Any poor and/or non – attendance;
2. Poor behaviour;
3. You provided false or misleading information;
4. You failed to comply with the conditions of the Contempo College withdrawing from the course after the agreed start date as per original Confirmation of Enrolment (CoE);
5. Visa refusal due to visa application submissions post start as per original CoE;
6. Student who submits fraudulent documents or misleading information or fails to disclose previous visa refusal/cancellation or makes false declaration on the application;
7. Student expelled for breach of college rules or visa conditions including poor and/or non – attendance; poor behaviour, etc);
8. Withdrawing as student is granted permanent residence or any other types of visa;
9. DoHA cancels the student's current visa;
10. DoHA rejects application for student visa renewal – Refund on a pro Rata Basis;
11. You simply changed your mind;
12. You any way contributed to the problem;
13. You asked for a service to be done in a certain way against the advice of the business; or
14. You asked for a service to be provided in a way against the Standards for Registered Training Organisations 2015;
15. You were unclear about what you wanted;
16. You have outstanding fees with the college.

### REFUND PROCESS

Refund requests for full or partial refunds must:

- be made in writing on the Application for Refund Form, available at the Student Administration Office;
- set out the reasons for the request;
- be accompanied by supporting documents as may be appropriate; and
- be forwarded to:

**Contempo College, Level 2, 379 Hay Street, Perth WA 6000.**

## REFUND POLICY

Information provided by the student on the Refunds Application Form must include:

- date of the claim
- full name of student
- course in which the student was enrolled
- basis for making the claim
- amount claimed
- address to which the refund is to be forward
- student's payment details
- student's signature
- all documents relevant to consideration of the claim
- third party authorisation, if applicable.

Claims will not be processed where the signature on the claim does not match the student's signature, shown on other documents provided by the student for admission to Contempo College.

Refunds will be reimbursed in Australian dollars.

Where a student is dissatisfied with a decision to provide or not to provide a refund, he/she may appeal that decision in accordance with the Complaints and Appeals Policy and Procedure. These complaints and appeals processes do not restrict the student's rights to pursue other legal avenues.

### **PAYMENT OF REFUND**

Where a refund is granted, refunded monies will only be paid to the registered student or the third party that authorised by the student in the refund application.

### **TIMEFRAME FOR REFUND**

All applications for refund shall be determined within 10 working days and shall be paid within 28 days from the date of refund application.

### **APPEALS**

Learners who are not satisfied with the outcome of the refund process or an academic result may access our complaints and appeals process.