TABLE OF CONTENTS

PURPOSE AND SCOPE ............................................ 2
REFERENCES ....................................................... 2
RESPONSIBILITIES .............................................. 2
PROCEDURE ........................................................ 4
PURPOSE AND SCOPE

The purpose of this policy is to detail the rights our students have to request a refund. This policy and procedure applies to domestic students enrolled in fee-paying courses.

REFERENCES

Standards for Registered Training Organisations 2015, Standard 5, Clause 5.3, Standard 7, Clause 7.3
Consumer Competition and Consumer Act 2010

RESPONSIBILITIES

The responsibility for implementing the requirements of this procedure rests with the Student Finance Officer.

Procedure

After completing the enrolment process, students are enrolled onto their selected course and are able to begin studying. At this point, students are provided with a 10 business day cooling-off period.

If during this cooling-off period, the student wishes to withdraw from their course, they must complete and submit a course withdrawal form. This form will be reviewed and if submitted within the cooling-off time frame, a full refund will be applied.

This refund will be made to the person who originally paid the fees, including employers and third parties. Refunds will be made within 20 business days from the submission of the withdrawal form.

In the event of FLI failing to deliver part or all of the course that the student is enrolled in, that student is entitled to a refund for the part of the course that has been cancelled.