

Refund Policy

Students only incur a liability for a unit of study that they have commenced. If a student is studying the CHC33015 Certificate III in Individual Support on a full-time basis, then they will be expected to complete one unit of study per month. The liability for each unit of study undertaken will be incurred on the 10th day of the month in which students have requested the unit of study. The 10th day of the month is also known as the census date.

If students cancel their enrolment in writing before the census date, then they will only receive a refund for the unit that they have ordered. If students cancel their enrolment in writing after the census date but, before the 15th day of that month, then students will only receive a 50% refund for the unit that they have ordered.

After the 15th day of the month no refund will be given. Students will only receive a refund for the unit of study that they are completing, as any prior unit of study students have ordered, must be completed prior to the new unit of study being sent to them.

Students may withdraw for any reason up until the census date for a VET unit of study. In order to be entitled to a refund, students are not required to take any further action, other than to withdraw from the VET unit of study prior to the census date.

Refunds will be posted within 30 calendar days.