



WINDSOR INSTITUTE OF COMMERCE PTY LTD
FEE REFUND POLICY AND REFUND FORM

Address: Level 5, 127 Liverpool Street, Sydney NSW 2000 Australia
Tel: +612 9283 4388 Fax: +612 9283 0748 Web Site: <http://www.windsor-ic.com.au>

CRICOS Provider No. 01856K
E-mail: alan@windsor-ic.com.au

FEE REFUND POLICY

- The request for refund is made in writing to the Finance Manager Fee Refund Policy and Application (Form 15).

For International Students

- If a visa application is rejected for a student applying for enrolment from offshore, then the tuition fees will be refunded in full provided that the rejection is certified. The administration fee (see Fee Schedule for current amount) will not be refunded.
- If a student withdraws from a course a minimum of 28 days prior to the course start date, 75% of the tuition fee will be refunded. The administration fee (see Fee Schedule for current amount) will not be refunded.
- If a student withdraws from a course less than 28 days before the course start date 50% of the tuition fee will be refunded. The administration fee (see Fee Schedule for current amount) will not be refunded.

For local students:

- If a student withdraws from a course a minimum of 28 days prior to the course start date 75% of the tuition fee will be refunded. The administration fee (see Fee Schedule for current amount) will not be refunded.
- If a student withdraws from a course less than 28 days before the course start date 50% of the course tuition fee will be refunded. The administration fee (see Fee Schedule for current amount) will not be refunded.

For all students:

- If a student withdraws from a course after course commencement each semester, that semester's tuition fee will be forfeited. The administration fee (see Fee Schedule for current amount) will not be refunded.
- Students evicted from the Institute owing to disciplinary reasons, or failure to attend meetings for intervention into poor performance or poor attendance are not entitled to a refund.
- Students seeking to transfer, or transferring from the Institute during the course of, or as a result of disciplinary action, intervention into poor performance or poor attendance procedures are not entitled to a refund.
- No refunds will be paid to a third party unless it is indicated at the time the refund application is lodged, that any refunds due are payable to a third party.
- As a member of ACPET if the college is unable to fulfil its obligations to complete a course, the student will be offered a no cost enrolment in another ACPET member college.
- Where a refund is approved by the Finance Director, Windsor Institute of Commerce Pty Ltd will make payment of refunds within 28 days of receipt of application for the refund.



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RTO (Windsor Institute of Commerce) Default

- The Windsor Institute of Commerce defaults if the course they offer does not start on the agreed starting day.
- The Windsor Institute of Commerce defaults if the course stops being provided after it starts and before it is completed or the course is not provided fully to the student because the registered provider has had a sanction imposed.
- If the Windsor Institute of Commerce defaults, it must pay a full refund to the student within 14 days after the default day.
- The Windsor Institute of Commerce will give the student a statement that explains how the refund amount has been worked out.
- The Windsor Institute of Commerce dispute resolution processes do not circumscribe the student's right to pursue other legal remedies.
- This agreement, and the availability of complaints and appeals processes, does not remove the right of the student to take action under Australia's consumer protection laws.
- The refund policy is subject to review from time to time.

I have read and understood this refund policy and will abide by its requirements if a refund is required.

Student Name:

Student Signature:

Date:

Time: