

## **Knoei Nano - Refund policy**

Groei Education will maintain a refund procedure. This is the responsibility of the Program Director. Refunds payable are subject to the following guidelines. In accordance with applicable legislation, Groei Education is entitled to charge fees for services provided to students undertaking a course of study. These charges are generally for training and assessment services.

The following refund policy will apply:

Once participants have enrolled and begun their program, participants are not normally entitled to a refund of fees unless extenuating circumstances exist.

Discretion may be exercised by the Program Director in all situations, if participants can demonstrate extenuating or significant personal circumstances have led to their withdrawal from a course. In these cases, participants should be offered a full credit toward the tuition fee in another scheduled program in-lieu of a refund. The Program Director may also authorise a refund of tuition fees if the circumstances require it.

Where refunds are approved, the refund payment must be paid to participants within 14 days from the time participants gave written notice to cancel their enrolment. Tuition refunds are to be paid via electronic funds transfer using the authorised bank account nominated by you.

### **Implementation**

#### **Total Refund**

In the event that an offer of a place is withdrawn or Groei Education is unable to provide the program, all fees are refundable. If the offer was made on the basis of incorrect or incomplete information supplied by the client or participant, Groei Education reserves the right to retain an administrative fee of AUD\$40 per participant.

#### **Partial Refund**

Where a participant, after accepting an offer of a place, gives more than two weeks' notice before commencement of the program of an inability to undertake the program, all tuition fees paid in advance are refundable less an administrative fee of AUD\$40 per participant.

An offer of a place in an alternate program may be negotiated where possible.

Where a participant gives notice of withdrawal less than two weeks before commencement of the program, 30% of fees paid will be retained.

## **No Refund**

A participant who withdraws from the program after commencement of the program is not eligible for a refund of the fee paid. An offer of a place in an alternate program may be negotiated where possible. In circumstances of severe financial hardship or where a valid medical certificate can be produced, alternative arrangements may be negotiated.

N.B. For the purposes of refund schedules, a participant relates to an individual student, not to the client organisation enrolling participants on their behalf.