

Aim

The purpose of this policy is to ensure a consistent and equitable approach is applied to the refund of student fees.

Scope

This policy applies to all students enrolling/enrolled in a training program with Brite Institute.

Objectives

The objective of this policy is to provide clear guidelines for the application and processing of refunds. To achieve this Brite Institute will:

- Refund all fees paid should a course be cancelled, or a student not be able to commence (with valid reason and notification).
- Apply a refund of fees - less an administration fee of 20% - when a request is made in writing to the RTO Manager.
 - when a withdrawal occurs within four weeks of the enrolment date
 - when official notification and processing of a withdrawal from a training program has occurred
- Process requests for refunds within 28 days of receiving a written request.
- Not refund fees paid for students who withdraw from a training program more than four weeks after the enrolment date
- Not issue any refunds in cash.

Summary

Reason for refund	Refund amount
Student has decided to withdraw from course within 4 weeks after the enrolment date, and has provided formal notification	Brite Institute will refund the fee (less 20% administration fee), any applicable amenities and unissued materials If less than 20% of the invoiced tuition fee has been paid, then this amount will be withheld.
Student has decided to withdraw from course after 4 weeks from the scheduled course commencement date.	No refund is available for fees. Fees pertaining to unissued materials (if applicable) will be refunded.
Student stops attending classes without formal notification of withdrawal	No fee refund will apply
Brite Institute cancels a course; or the student is unable to commence with valid reason	A full refund of all payments will be provided