



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 an FFS 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 for a refund of fees - less an administration fee of 20% - when a request is made in writing to the Manager – Brite Institute.*
 - 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

<i>Reason for refund</i>	<i>Refund amount</i>
<i>Student has decided to withdraw from course within 4 weeks after the enrolment date, and has provided formal notification</i>	<i>Brite Institute will refund the fee (less 1.5% surcharge fee)</i>
<i>Student has decided to withdraw from course after 4 weeks from the scheduled course commencement date.</i>	<i>No refund is available for fees.</i>
<i>Brite Institute cancels a course; or the student is unable to commence with valid reason</i>	<i>Brite Institute will refund the fee (less 1.5% surcharge fee)</i>