

WESTERN COLLEGE STUDENT REFUND POLICY

Refunds

The College cannot be held responsible for changes in student's circumstances

Except in the case of course cancellations or *exempt circumstances*, there will be no other refunds. A credit note can be applied for if circumstances do not permit the student to attend provided 5 working days notice is given. An administration charge of \$10 applies.

Students enrolling in a course within the 5 working day period forfeit their right to a credit note.

If Western College changes the dates, or times of a course and these new details are no longer convenient to the student, a full refund or transfer to another course will apply.

Exempt circumstances:

Administration employees are able to issue refunds under the following exempt circumstances:

1. A death that affects the attendance of the student
2. A sickness that affects the attendance of a student provided a Doctor's Certificate is produced
3. The student moves away from the area
4. Other extenuating circumstances that are beyond their control

If a student requests a refund in circumstances other than one of the above, the student's circumstances will be considered by the CEO and they will be informed of the outcome. Should the student still be dissatisfied they may request in writing that their request is referred to the College board of directors. Their request will then be present at the next available board meeting. The student will be informed of the board's decision.