

## REFUND PROCEDURES

Contour Systems Pty Ltd trading as Contour College will always endeavour to support the needs of our clients in collecting and retaining fees and charges that are justifiable for the services we provide.

Where costs are non-refundable they will be clearly identified. Clients will be encouraged to read, understand and agree to documented material prior to making any payments.

### **NON-REFUNDABLE**

Contour Systems will charge an administration fee which covers costs associated with pre-enrolment labour costs and consumables. The administration fee is set annually and is not refundable under any circumstances.

Equipment kits, uniforms, text books, learner manuals, personal protective clothing once issued to the student, regardless of quality and time in use, must be paid for in its entirety. No refund will be issued if returned.

All subjects that a student has commenced (engaged in) must be fully paid for regardless of the time period the client has been in a program. Only those subjects not commenced (engaged in) will be considered for a refund.

### **REFUNDS: *The following conditions apply***

In the event that a client has **paid an up-front fee** and is unable to attend the course and the client notifies Contour College in writing and Contour College receives this written notification;

1. More than 5 working days prior to the commencement of course or service;  
*The client will be entitled to a refund of training, materials and equipment fees paid.*
2. Less than 5 working days prior to the commencement of a course or service;  
*The client will be entitled to a refund of training fees, material fees and equipment fees paid less 1% of the total fees paid.*
3. Once the program has commenced and up to 4 weeks into the program;
  - 3.1 *Equipment kits, uniforms, personal protective clothing, text books will not be refunded as they will already have been pre-ordered and/or provided for.*
  - 3.2 *Subjects that the student has commenced will be charged for.*
  - 3.3 *Subjects not commenced will be refunded up to the first 4 weeks of the course.*
4. Once the program has commenced and the client leaves after the 4<sup>th</sup> week and prior to the 10<sup>th</sup> week of commencing the course or service (regardless of training days allocated in a week or term timeframe)  
*The client will be entitled to a refund only of subjects not commenced less 20% due to the prior allocation of resources.*
5. The client leaves after the 10<sup>th</sup> week (regardless of training days allocated in a week)  
*No refund will be given as all content will have been introduced into the program and/or services provided.*

## **PAYMENT PLAN PAYMENTS**

Payment plan fees will only be accepted by authorised Direct Debit. The first month's payment must be paid prior to commencing the course or service and remain in advance for the duration of the course. If at any time there are insufficient funds available to pay for committed items or training commenced, the client will be responsible for any additional bank charges incurred by Contour Systems.

In the event that a client has commenced **paying fees under a payment plan** and is unable to attend the course and the client notifies Contour College in writing and Contour College receives this written notification;

1. More than 5 working days prior to the commencement of course or service;  
*The client will be entitled to a refund of fees paid, less bank fees incurred by Contour Systems Pty Ltd.*
2. Less than 5 working days prior to the commencement of a course or service;  
*The client will be entitled to a refund of fees paid less 1%, less the cost of any bank fees incurred by Contour Systems Pty Ltd.*
3. Once the program has commenced and up to 4 weeks into the program;
  - 3.1 *Equipment kits, uniforms, personal protective clothing, text books must be paid for as they will already have been pre-ordered or provided for*
  - 3.2 *Subjects that the student has commenced will be charged for*
  - 3.3 *Any balance of funds, after all commitments have been paid for, as noted above, will be refunded up to the first 4 weeks of the course or service.*
4. Once the program has commenced and the client leaves after the 4<sup>th</sup> week and prior to the 10<sup>th</sup> week of commencing the course or service (regardless of training days allocated in a week or term timeframe)  
*The client will be entitled to a refund only of subjects not commenced less 20% due to the prior allocation of resources*
5. If the client leaves after the 10<sup>th</sup> week (regardless of training days allocated in a week)  
*No refund will be given as all content will have been introduced into the program and/or services provided.*

## **SHORT COURSES**

### **Once the course has commenced:**

1. Equipment kits, uniforms, personal protective clothing, text books must be paid for as they will already have been pre-ordered or provided for.
2. Subjects that the student has commenced (engaged in) will be charged for
3. Any balance of funds, after all commitments have been paid for, as noted above, will be refunded less 25%.

### **Refund payments**

Refunds will be paid within 14 working days from mutually agreed refunded amount unless the non-academic grievance procedure is activated.

### **Refund dispute**

In event the client disagrees with the refund approved, they should proceed with the non-academic grievance procedure available from administration.