



POLICY – Refund

Requirement	
Upon signing the YouStudy enrolment form students are agreeing to the following policy:	
Enrolment Fee	Responsibility
<p>A YouStudy student (participant) pays an agreed enrolment fee upon commencement of a course in which they have enrolled.</p> <p>The enrolment fee is non-refundable except in the event that the College is unable to run a course for which a student has enrolled. In such a case, the enrolment fee is fully refundable.</p>	<p>CEO</p> <p>Administration</p>
Cancellation of Course	
<p>Should YouStudy cancel a course for any reason, participants enrolled at the time the cancellation is announced, will be entitled to a full refund, and this will incur with no administrative charges or penalties. Participants who have units that have already been assessed as competent will be issued a Statement of Attainment and have the cost of these units deducted from the refund.</p> <p>A full refund of fees will be paid within seven (7) business days</p>	<p>CEO</p> <p>Administration</p> <p>Trainers/Assessors</p>
Withdrawal from Course during Cooling Off Period	
<p>If a student (participant) withdraws from a course during the Cooling Off Period, full refund of the fees will be made. A full refund of fees will be paid within seven (7) business days.</p>	<p>CEO</p> <p>Administration</p> <p>Trainers/Assessors</p>
Withdrawal after Course after commencement	
<p>Once enrolled and after the Cooling Off period, if the student (participant) has commenced the course, a refund will NOT apply. A participant is considered to have commenced a course once they have received their log in details to their online course content and assessment and they have accessed the course materials.</p>	<p>CEO</p> <p>Administration</p> <p>Trainers/Assessors</p>
Withdrawal due to illness or hardship	
<p>In the case of a participant withdrawing from a course or program due to illness or extreme hardship, YouStudy may, at its discretion, allow a refund of the course fees. The following conditions apply:</p> <ul style="list-style-type: none"> • The student must produce satisfactory evidence of the circumstances of his/her withdrawal such as medical certificates 	<p>CEO</p> <p>Administration</p> <p>Trainers/Assessors</p>

<ul style="list-style-type: none"> • In the case of hardship, a letter or email must be forwarded to YouStudy's CEO who will consider each case at their discretion <p>NOTE:</p> <ul style="list-style-type: none"> - The student will forfeit a 25% non-refundable administration fee - Withdrawal must take place prior to the expiration of the course. - A Statement of Attainment will be given for any units that have been successfully completed and paid for in full 	
Related policies	
<ul style="list-style-type: none"> • Enrolment 	
Related procedures	
<ul style="list-style-type: none"> • Refund • Enrolment • Payment Terms and Conditions 	
Related documents	
<ul style="list-style-type: none"> • Student Handbook • Enrolment Form • Web Site Pages • Notice of Withdrawal Form 	