

REFUND POLICY

Refunds policy

The following refund policy will apply:

Important Notice – This policy is to be read in conjunction with the Student Terms and Conditions of Enrolment.

1. **Withdrawal from unit or course of study**

Students of GET Education Australia who wish to withdraw from a unit of study or course of study must do so in writing to admin@get.edu.au stating their full name, date of birth and reason for withdrawal.

2. **Withdrawal date and refunds**

The following fees will apply for Students withdrawing from a course or unit of study:

- Application fees are not refundable under any circumstances
- Students withdrawing more than 4 weeks before the student's original packaged program start date will receive a full refund of all prepaid course or unit of study fees.
- Student withdrawing with less than 4 weeks before the student's original packaged program start date will have \$500 deducted from any prepaid course or unit of study fees.
- Students withdrawing on or after the student's original packaged program start date will forfeit all prepaid course or unit of study fees

GET Education Australia will set a Start Date for each course or unit of study it provides or proposes to provide.

3. **Exceptions**

This policy does not apply to students who are:

- enrolled in courses or units of study that are 100% government funded

4. **Payment of Refunds**

Refunds will be paid within 30 days of the start date of the course or unit of study to which the withdrawal applies.

5. **Special circumstances**

A student who withdraws for a course or unit of study may apply for special consideration in line with the VET Student Grievances Policy and Procedure.

6. **Publication**

This refund policy will be made available to students and persons seeking to enroll with GET Education Australia by publication on GET Education Australia's website (www.get.edu.au). This refund policy will also form part of enrolment information.

No Refund

GET Education Australia will make no refund of any fees if "Application for refund form" is received after the commencement of training"

Discretion may be exercised by the Chief Executive Officer in all situations if the student can demonstrate that extenuating or significant personal circumstance led to their withdrawal. In these cases the student should be offered a full credit toward the tuition fee in another scheduled program in-lieu of a refund.

The Chief Executive Officer may also authorise a refund of tuition fees if in her/his opinion the circumstances require it. Where refunds are approved the refund payment must be paid to the student within 14 days from the time the student gave written notice to cancel their enrolment.

Tuition refunds are to be paid via electronic funds transfer using the authorised bank account nominated by the student on the Refund Request Form.

Note. If for any reason GET Education Australia is unable to fulfil its service agreement with a student, GET Education Australia must refund the student's proportion of fees paid for services not delivered.