

REFUND policy

Applications for refunds must be made on the approved forms available from all SQIT administration offices.

All refunds are processed in Brisbane and will only be paid by cheque.

ONCE A CLASS HAS COMMENCED, A REFUND IS NOT AVAILABLE EXCEPT UNDER THE FOLLOWING CIRCUMSTANCES.

Refund if program or course cancelled by Institute Director

If the Institute Director cancels a government funded course before it starts, the Institute Director must refund the fees paid for the program or course.

Refund if enrolment cancelled before a program or course starts

If a student cancels enrolment in a government funded course before it starts, the Institute Director must refund the fees the student paid for the program or course after deducting, for a government funded course, an administration fee of \$10 for all courses cancelled at the same time.

This section does not apply if a tuition or student services fee payable on the cancelled enrolment must be applied to reduce fees payable on a later enrolment.

Refund after government funded course starts

If any of the following happens while a student is undertaking a government funded course, the student may apply to the Institute Director for a refund of the fees for the course.

The student accepts a place offered through the Queensland Tertiary Admissions Centre, OR

The student suffers an illness or injury preventing the student from completing the course, OR

Exceptional circumstances prevent the student from completing the course.

The student must apply on the approved form before the assessment for the course ends.

The Institute Director may refund the fees after deducting an administration fee for all courses to which the application refers.

Refund if academic exemption received

If a student has received an academic exemption from a government funded course since enrolling in it, the student may apply to the Institute Director for a refund of fees for the course.

The student must apply on the approved form within 5 weeks after the course starts.

Refund if re-evaluation successful

The Institute Director must refund the fee for re-evaluation of a student's result in a government funded course to the student if the student's result is upgraded to a result of competent or an equivalent result.

Materials Fees

No refunds will be processed for materials that are considered to be used.

Non Government Funded Courses

Refund if program or course cancelled by Institute Director

If the Institute Director cancels a course before it starts, the Institute Director must refund the fees paid for the program or course.



Refund if enrolment cancelled more than 5 days before program or course starts.

If a student cancels enrolment in a non government funded course five days before it starts, the Institute Director must refund the fees paid for the program or course after deducting an administration charge of \$10.

Refund if enrolment cancelled less than 5 days before program or course starts

If a student cancels enrolment in a non government funded course less than 5 days before it starts, the Institute Director shall **not** refund any fees and charges paid by/for the student, and shall **not** cancel any remaining payments due in respect of the enrolment.

Refused applications for fee exemptions, refunds and time to pay

If the Institute Director refuses a person's application for a fee exemption, refund or time to pay, the Institute Director must give the person written notice of the reasons for the refusal.

The person may, within 7 days after the written notice is given, apply to the Institute Director for a reconsideration of the refusal.

An Institute staff member more senior than the staff member who refused the original application must reconsider the refusal.

International students, please refer to the Letter of Offer for information.

Where a refund is less than the \$10.00 Administration charge, no refund will be made.

In all cases, an individual assessment is made and circumstances taken into account.