

Learner Withdrawal and Refund Policy

Circumstances	Tuition refund	Notes
Permanent withdrawal		
<p>A learner may withdraw before the start date of her/his first course.</p>	<p>A domestic learner is eligible for a full refund of invoiced fees less \$500 or 10% of the tuition fees received, whichever is the lesser amount.</p> <p>An international learner is eligible for a full refund of invoiced fees less 25% or any portion thereof determined by the academy based on specific costs incurred.</p> <p>An international learner is eligible for a full refund of invoiced fees less \$575.00 if the learner had their visa declined.</p>	<p>The refund form must be signed and received before the start date.</p>
<p>Within eight calendar days for domestic learners or within ten working days for international learners.</p>	<p>A domestic learner is eligible for a full refund of invoiced fees less \$500 or 10% of the tuition fees received, whichever is the lesser amount.</p> <p>An international learner is eligible for a full refund of invoiced fees less 25% or any portion thereof determined by the academy based on specific costs incurred.</p>	<p>The refund form must be signed and received before the eight-day period or the ten working day period has elapsed for the standard refund to take place.</p>
<p>A domestic learner may withdraw after eight calendar days from the start of the first course or an international learner may withdraw after ten working days from the start of the first course.</p>	<p>No refunds are available in most circumstances. A refund may be applied for on compassionate grounds. Refunds on compassionate grounds may be granted at the discretion of the Board of Directors.</p>	<p>The refund form may be filled out at any time for a refund request on compassionate grounds. Evidence for these grounds must be supplied. Learners may be liable for any unpaid fees for which they have been invoiced and any additional unpaid expenses incurred.</p>

Please note:

- A refund may take up to 3 weeks to be processed, excluding compassionate considerations, which may take longer
- If you are entitled to a refund, it will be returned to whoever paid your fees
- If you are withdrawing, you may wish to make sure your allowance or loan will not be invalidated. Contact StudyLink on 0800 88 99 00