

The request for refund is made in writing to the Administration Manager using Fee Refund Application which is available from the website or upon request from the Administration Manager.

The CEO is the person responsible for approval of fee refund applications.

Students are provided with the refund policy and student enrolment form prior to enrolment. The Fee Refund Application Form and information is always available from the Administration Manager.

- Fee Refund Applications are considered on a case-by-case basis.
- The request for refund is made in writing to the Chief Executive Officer using the Fee Refund Application which is available from the website or upon request from the Administration Manager
- The Chief Executive Officer is the person responsible for approval of fee refund applications.
- The course deposit fee is non-refundable under any circumstances.
- Course cancellation after acceptance by Northern Territory Training Services may occur up to 7 days prior to commencement of the course without penalty and must be made in writing, by email or by fax. A full refund will be paid with notice of 7 days or more.
- Course cancellation requests less than seven (7) days prior to course commencement will attract a fee of 20% of the total course fees. Students resource materials may be returned in the same condition as received and 90% of the student resource fee will be refunded. The student is responsible for the cost of shipment.
- Accepted students who withdraw after course commencement owing to unforeseen or exceptional circumstance can apply for fee refund. If granted, fees will be refunded on a pro-rata basis (based on the number of days remaining in the course).
- International Students who have not yet arrived in Australia, may transfer on one occasion only to a course commencing within 3 months of their original course without penalty. International Students already in Australia may not transfer or defer their course.
- Students are expected to complete their course in the timeframe allotted. Students will only be allowed to defer or extend their course under exceptional and compelling reasons and must be approved by the Chief Executive Officer. In the case that a deferment or extension has been granted by the Chief Executive Officer, then fees will be adjusted accordingly and fees paid may either be put towards a future date, or in the case of extension, additional fees may be due to cover the prolonged course.
- Refunds following cancellation of a transferred course will attract a penalty of 20% of the total course cost in addition to the refund guidelines outlined above.
- International students are not allowed to transfer to another provider within the first 6 months of their study at Northern Territory Training Services, unless under exceptional and compelling circumstances and agreed by the Chief Executive Officer. In the case where the Chief Executive Officer does approve for an international student to transfer to another provider within 6 months, the student must obtain a Letter of Release from the Chief Executive Officer and refund policies will apply as outlined above.
- Northern Territory Training Services defaults if a course does not commence on the designated day or is actually cancelled. No student will be disadvantaged.
- Fee refunds will be made within 14 days after demand when Northern Territory Training Services defaults and within 28 days after demand when the student defaults.
- Northern Territory Training Services's dispute resolution processes do not circumscribe the student's right to pursue other legal remedies. This agreement does not remove the right of either party to take further action under Australia's consumer protection laws for unpaid and overdue fees.
- This refund policy is subject to review from time to time in accordance with the change to conditions policy outlined below.
- Students have a right to obtain a refund for services not provided by Northern Territory Training Services in the event the arrangement is terminated early or the Northern Territory Training Services fails to provide the agreed services.

I have read and understood this refund policy and will abide by its requirements if a refund is required.

Student Name:

Student Signature:

Date: Time:

APPLICATION

Please Note: Applications for refunds may take up to 5 working days to be processed. Refund payments will be finalised no later than 7days after dated receipt of this form.

Course Name: _____
Course Code: _____
Course Start Date: _____
Trainer/ s: _____
Student Name: _____
Or Company Name: _____
Address: _____
State: _____ **Postcode:** _____
Phone: _____ **Fax:** _____

Reason for refund application:

If another party is to receive the refund money please indicate who that is:

Name _____
Address: _____
State: _____ **Postcode:** _____
Country: _____
Signature: _____ **Date:** _____

Office Use Only: Outline action taken and outcome.

Refund (please ✓): Paid Not Paid Date Paid _____

CEO's Signature: _____ Date: _____