

Refund Policy Statement

The purpose of this Statement is to outline to students the procedure for anyone who wishes to apply for a refund of course fees. This statement is made available to all students and prospective students via the Outsource Institute website.

Refund Policy

Outsource Institute will grant an appropriate refund of fees when a student amends their enrolment status if the following conditions are met:

- a. **Cancellation prior to commencement:** If written advice is received more than seven (7) days prior to course commencement, a full refund of any fees paid, less a \$500.00 administration fee, will be refunded.
- b. **Withdrawal/cancellation after commencement:** A refund may be granted on a pro-rata basis, based on the proportion of training undertaken at the date of cancellation, less a \$500.00 administration fee.
- c. **Extenuating circumstances:** In the case of extreme hardship or extenuating circumstances preventing participation, an application can be made to the Managing Director at Outsource Institute for a refund. Applying does not guarantee a full or partial refund.

If Outsource Institute is unable to deliver or cancels a course, students are entitled to a full refund. Where possible, alternative dates will be offered to complete the course. Refunds will be made in a timely manner dependent on the circumstances of the application for refund.

Outsource Institute **will not** grant a refund of fees when the following conditions are met:

- d. **Non-progression:** If a student fails to progress their course of studies in line with the agreed start and completion dates within their training plan (or subsequent approved extensions), a refund will not be granted.
- e. **Cancellation after course starts:** Where a student cancels from a course after 12 months from the agreement date, Outsource Institute will retain 100% of the course fees and any additional costs incurred. Additionally, the student will also be liable to pay the balance of their fees to Outsource Institute on a pro-rata basis, based on the proportion of training undertaken.
- f. **Transfer of enrolment:** If a student enrolled in a course at Outsource Institute wishes to transfer the enrolment to another course, the transfer will only be approved within three months of commencement of the course. Course fees will not be refunded after this date. Course transfer fees are non-refundable.

Refund Procedure

Any application for refund should be made in writing, using the [Outsource Refund Request Form](#) [OIT-390] available on our website, to the Managing Director and must include the student name, course name and the reason for cancellation. Applications can be submitted via:

Email: info@outsourceinstitute.edu.au

Mailed to:

Outsource Institute
MBE 119/7 Clunies Ross Court
Eight Mile Plains Qld 4113

Enquiries regarding submitted Refund Requests can be emailed to the Office Manager at HR@outsourceinstitute.edu.au