Document:	Refund Policy - Domestic Students	
Approved by: Executive Management Team	**Version:** 1.0	**Date:** 04.09.2013

1. Overview

Wentworth Institute fully complies with the Tuition Protection Service (TPS).

The written agreement with the student outlines the various circumstances under which a refund can be made and the amount due.

1. The application fee is non-refundable.

2. There is no refund if the student defaults
(NB i. all internal and external appeals processes must be exhausted and ii. the TPS director must be informed within 5 days).
A student defaults by:
   - Not starting on the agreed day and location and has not previously withdrawn)
   - Failing to pay an amount payable to WIN
   - Misbehaving (Note: the student is entitled to natural justice).

2. Procedure

1. Refunds will be paid:
   a. within 4 weeks if WIN has not entered into a written agreement with the student or
   b. Within 4 weeks from when WIN receives a written claim form from the student.

2. Refunds must be paid either to the student or the person specified in the agreement between WIN and the student.

3. In the event of a student withdrawing from a course, an application for a refund must be made in writing to WIN.
   a. If the notice is received by WIN at least 28 days before the course starts, a refund of 80% of tuition fees will be made.
   b. If the notice is received by WIN prior to, but less than 28 days before the course starts, a refund of 50% of tuition fees will be made.
   c. If the notice is received by WIN on or after the course starts, no refund will be made.

5. If an exceptional circumstance exists, a refund will be given on a case by case basis.

6. In the event of WIN defaulting*, WIN will advise the student in writing of their default. Within 14 days of the day of default, the:
   a. total unexpended tuition fee may be refunded to students OR
   b. WIN may offer an alternative (replacement) course or part of a course.

7. The student must advise in writing within fourteen days whether he or she accepts this arrangement. The default date is the date WIN stopped providing the course. Provider defaults can include the course not starting on the agreed starting day; the course ceasing before it is completed, or the course not being provided in full to the student, and the student having not withdrawn before the default day.

8. In circumstances where a default has occurred and WIN cannot satisfy their obligations, the TPS Director will be advised. The TPS Director will then invite relevant providers to participate in a placement round.

9. This fees refund policy does not remove students' rights to take further action under Australian Consumer Protection laws.