

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 of Technology website.

Refund Policy

Outsource Institute of Technology 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 \$250.00 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 \$250.00 administration fee.
- c. **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.
- d. **Extenuating circumstances:** In the case of extreme hardship or extenuating circumstances preventing participation, an application can be made to the Chief Executive Officer at Outsource Institute of Technology for a refund. Submitting an application does not guarantee a full or partial refund.

If Outsource Institute of Technology 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.

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 Chief Executive Officer and must include the student name, course name and the reason for cancellation. Applications can be submitted via:

Email: info@outsourceinstitute.com.au

Mailed to:

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

Enquiries regarding submitted Refund Requests can be emailed to the Finance Manager at Accounts@outsourceinstitute.com.au