

# Institute of Building Technology Western Australia

## Student Refund Policy

BTWA do not offer refunds for cancellations of the training participation. A student is deemed to have participated once they have received the assignment and/or Learners Resource. Requests for hardship or specific events may be considered by the CEO where a portion of the paid fess may be returned.

### Full refund will be granted if:

- A course/qualification or unit is cancelled or rescheduled to a time unsuitable to the student

**NB:** In all cases, refunds are not automatically made. Students must request a refund by filling in the applicable withdrawal forms that are available for the Administration Office

### Partial refund will be granted if:

Students who withdraw for reasons other than those outlined above, and:

- When a client cancels within 30 days from the date of course commencement, we will offer a full refund less the enrolment fee of \$150 will be given.
- If a client cancels within 7 days from the date of course commencement no refund will be given.
- If a client fails to attend the scheduled training with no notice, no refund will be given.
- All refund requests, cancellations and or withdrawals must be made in writing, either by mail, fax or e-mail noted Att: Administrator within 30 days.
- If a course is cancelled before the commencement date, the student will receive a full refund of monies paid. If a course is cancelled during the duration of the course, you will receive a refund of monies paid for units that have not yet commenced.

### Pro rata refunds will be granted if:

Pro rata refund of fees and charges may be approved if students withdraw for reasons of personal circumstances beyond their control.

For example:

- Serious illness resulting in extended absence from classes; or
- Injury or disability that prevents the student completing their program or study; or
- Other exceptional reasons at the discretion of the CEO

**In all cases, relevant documentary evidence (for example medical certificate) is required.**

### Short Courses and/or CTF units

In the instance of CTF or short courses students are encouraged to send a substitute representative if the listed attendee is unable to attend. There is no refund for cancellations of the training participation.