WARWICK
INSTITUTE OF AUSTRALIA

Terms and Conditions

By seeking enrolment with Warwick Institute of Australia, you acknowledge and agree to the following Terms and Conditions of enrolment:

- You agree to the Student Code of Conduct Policy and the Refund Policy.
- Any cancellations must be requested in writing.
- Warwick Institute of Australia reserves the right to cancel, postpone or re-schedule classes due to low enrolments, or unforeseen circumstances beyond its control. Should this occur, students are offered the opportunity to reschedule and are entitled to a full refund of their unspent course fees should they wish to discontinue.
- Courses must be completed by students by their nominal end date. When enrolment periods expire, students must re-enrol at their own cost.
- Students must supply a valid USI prior to course commencement.
- A language, literacy and numeracy (LLN) test is required prior to commencement and students must indicate if they require LLN assistance.
- Students undertaking online courses must have access to suitable and appropriate technology allowing them access to online content and assessments. Students are responsible for their own computer devices and internet service, including connection, security, access and data fees, installation and maintenance of equipment.
- Warwick Institute of Australia endeavours to release the results of completed assessments successfully submitted by students within 7 working days and provide feedback to students.
- Students agree to provide Warwick Institute of Australia their current contact details, including their residential address and emergency contact details. If changing address, students agree to notify Warwick Institute of Australia of their new address within 7 days.
- Upon successful completion of all course components, Warwick Institute of Australia will issue you with completion documentation for the corresponding course you have enrolled in. In line with the Standards for Registered Training Organisations (RTOs) 2015, a Statement of Attainment or a Certificate must be issued within 30 calendar days from the date students complete their course.

Course Fees

All fees are payable prior to course commencement unless prior arrangements are made with Warwick Institute of Australia. Access to course content and material will be provided on the course start date and once payment has been received in full.

Cancellation and Refund Policy

The request for refund must be made in writing by using the ***Refund Application Form (Domestic Students)***. The following principles apply:

- Students may request a refund if the request is within 7 days from the course purchase date. Prepaid course fees will be refunded less a $100 Administration Fee.
- Students are not eligible for any refund if a request for refund is made more than 7 days after the course purchase date. Warwick Institute of Australia will retain all prepaid course fees, unless the student can provide evidence demonstrating extreme personal hardship or compassionate and compelling circumstances. An administration fee of $100 will be deducted from any amounts refunded.
- If Warwick Institute of Australia reschedules or cancels a course beyond the control of a student, and the student elects not to reschedule their course, Warwick Institute of Australia will refund the full course fee.
- Refunds, if eligible, will be paid in Australian Dollars and any bank transaction fees incurred in the processing of refunds will be deducted from the approved refund amount.
- Refunds, if eligible will be processed within 28 days of receiving the request for refund in writing.
- No refunds will be paid to a third party unless it is indicated at the time of the Refund Application Form (Domestic Students) is lodged, that any refunds due are payable to a third party.

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Complaints and Appeals Policy

Students have access to a Complaints and Appeals procedure if they feel they have been unjustly treated or have a serious complaint. Students who feel they have any type of complaint should first contact the Administration Manager. If necessary the complaint will be referred to the Principal Executive Officer in order to resolve the situation. A student dissatisfied with an activity or a decision regarding their academic outcomes can voice their concerns to the staff member concerned and, if appropriate, appeal to the Principal Executive Officer.

If students are still dissatisfied with the outcome of the complaint / grievance / appeal then students may lodge an external appeal or complain about the decision with the NSW Ombudsman or the QLD Ombudsman, depending on the residence of the student.

NSW Ombudsman
Ph: 02 9286 1000
www.ombo.nsw.gov.au

QLD Ombudsman
Ph: (07) 3005 7000
http://www.ombudsman.qld.gov.au/