



3.8 Student Refund Policy

The Healesville Living and Learning Centre will provide students with a refund within the guidelines of this Policy and under the following circumstances and conditions.

Fee for Service Courses

A full refund will be issued if the Healesville Living and Learning Centre cancel a course prior to commencement.

Refunds are available if a participant withdraws five (5) working days prior to the commencement of the first class. An administration fee is charged for withdrawals. There will be no refunds for withdrawals after this time.

Government Subsidised Courses

- A student withdrawing from a course must complete a Course Withdrawal Form and is entitled to a refund of the balance of tuition hours at the current rate, less an administration fee
- Student Service and Amenities fees and materials fees for resources already purchased will not be refunded
- Membership is not refundable
- Copies of all signed student agreements that include fees, charges and refund details will be kept for 2 years after the student withdraws.

SUPPORTING DOCUMENTATION

Student Withdrawal Form

3.4 Fees and Charges Policy Government Funded Courses