



CANCELLATION and REFUND POLICY

Job Services Australia organizations refund policy

1. The full course fee will be charged for all JSA clients unless a minimum of 48 hours' notice of non-attendance is provided.
2. Another client can be substituted up to the commencement of the course as long as they can meet all prerequisite requirements.

Individual student policy

Students are entitled to a full course fee refund if;

1. Community College - Northern Inland Inc cancels a course for any reason prior to its commencement. The College will refund all student fees where a course does not proceed for lack of enrolments or other reasons.
2. If the student has unique or extenuating circumstances which prevent their attendance. These cases will be assessed on an individual basis in discussion with the Executive Officer.
3. Students are entitled to a refund, less \$50.00 administration charge, if they give the College 5 business days notice of cancellation.
4. Should there be less than 5 business days notice of cancellation by a student the case will be assessed on an individual basis in discussion with the Executive Officer

5 days prior to a course commencing, the student fees are deemed to be off set against the course budget and cannot be refunded except in special circumstances when a deduction for administration and/or purchase of resources for the course will be made.

5. There will be no refunds after the course has commenced unless, in the opinion of the Executive Officer, the course and/or its delivery has not met the reasonable expectations of the students and local Program Coordinator.

The refund policy will appear on the Course Enrolment Form, the Course Guide each term and be available on the College website.

If the student is not satisfied with the conditions under which a refund or partial refund is paid or denied then the College Grievance Policy and procedure will be brought into being.