



WESTERN COMMUNITY COLLEGE

REFUND POLICY

1. Written Notice

A written notice of withdrawal by student or notice of dismissal by the College must be provided:

- i. By a student to the Western Community College that he/she is withdrawing from the program, or
- ii. By the Western Community College to the relevant student that he/she has been dismissed from the program.

2. Refund Entitlement

The refund entitlement calculated on the total tuition fees due under the contract. If total tuition fees have not yet been collected, the College is not responsible for refunding more than has been collected to date and a relevant student may be required to make up for monies due under the contract.

3. Refund policy for students:

3.1. Refunds before the program of study begins:

3.1.1. If written notice of withdrawal is received by the College within 7 days after the contract is made, and before the commencement of the period of instruction specified in the contract, the College will retain 5% of the total tuition and fees due under the contract to a maximum of \$250.

3.1.2. If written notice of withdrawal is received by the College 30 days or more before the commencement of the period of instruction specified in the contract and more than 7 days after the contract was made, the College will retain 10% of total tuition only due under the contract to a maximum of \$1000.



3.1.3. Subject to Section 3.1.1, if written notice of withdrawal is received by the College less than 30 days before the commencement of the period of instruction specified in the contract, and more than 7 days after the contract was made, the College will retain 20% of the total tuition only, due under the contract to a maximum of \$1300.

3.2. Refunds after the program of study starts:

3.2.1. If written notice of withdrawal is received by the College or a student is dismissed up to and including 10% of the period of instruction specified in the contract has elapsed, the College will retain 30% of the tuition due under the contract.

3.2.2. If written notice of withdrawal is received by the College, or a student is dismissed where more than 10% and up to and including 30% of the period of instruction specified in the contract has elapsed, the College will retain 50% of the tuition due under the contract.

3.2.3. If a student withdraws or is dismissed where more than 30% of the period of instruction specified in the contract has elapsed, no refund is provided.

3.3. Where a student did not meet the College's and/or program specific minimum requirements for admission through no misrepresentation or fault of their own, the College will refund all tuition and fees paid under the contract, less the applicable non-refundable registration fee of \$250.

3.4. Where a student withdraws or is dismissed from the program, he/she is entitled to 100% refund of any as-yet to be received consumables that have been pre-paid, if applicable.

3.5. Where a student withdraws or is dismissed from the program after receiving technical equipment from the College free of charge:

3.5.1. The student must return the equipment unopened or as issued within 14 calendar days; and



3.5.2. If the student fails to return the equipment as set out above, the College will deduct the reasonable cost of the equipment from any amount to be refunded to the student.

3.6. Refunds owed to students will be paid within 30 days of the College receiving written notification of withdrawal and all required supporting documentation, or within 30 days of the College's written notice of dismissal.