

NURSES AROUND THE CLOCK PTY. LTD.
RTO 90973
REFUND POLICY & PROCEDURE

REFUND POLICY

- The request for a fee refund must be made in writing to the Principal using the Fee Refund Application form which is available from our website or upon request from Administration.
- The Principal is the person responsible for approval of fee refund applications.
- Fee Refund Applications are considered on a case-by-case basis.
- All course fee refunds are subject to an administration fee of \$30.00 and are made payable by company cheque.
- Course cancellation after acceptance by Nurses Around The Clock may occur up to 10 days prior to commencement of the course. Students will receive a refund of all monies paid excluding the administration fee.
- Course cancellation with less than 10 days notice after acceptance by Nurses Around The Clock will result in a refund of all monies paid excluding the course deposit and administration fee.
- Students who withdraw after course commencement will not receive a refund. However students will be offered a placement in the next scheduled course without penalty. Failure to accept this placement will result in a nil refund.
- Nurses Around The Clock reserves the right to change the venue and the commencement date if required.
- If Nurses Around The Clock defaults with a course being cancelled, full refunds will be paid within 14 days of the notice of cancellation.
- Nurses Around The Clock's dispute resolution processes do not circumscribe the student's right to pursue other legal remedies.
- This agreement does not remove the right of either party to take further action under Australia's consumer protection laws for unpaid and overdue fees. Students may contact the NSW Department of Fair Trading for further information.
- Nurses Around The Clock's refund policy and procedure is subject to annual review.

I have read and understood this refund policy and will abide by its requirements.

Student Name: _____

Student Signature _____

Date: _____

Authorised Staff Signature: _____

