contourcollege.
inspiring creative. futures

REFUNDS POLICY

Contour Systems Pty Ltd trading as Contour College will always endeavour to support the needs of our learners aim to reach a satisfactory conclusion in all refund requests and will offer an external independent arbiter if a satisfactory conclusion cannot be reached internally.

Contour Systems Pty Ltd trading as Contour College is not responsible for a change in personal circumstances.
Refunds and non-refundable circumstances will be clearly advertised in all forms of marketing material and provided to intending learners prior to any financial commitment on their part or training services commencing. A verbal explanation will also be undertaken to ensure clarity of the commitment.

However, in the event a learner is unable or unwilling to continue with the training service and provides a written request for a refund within the specified timeframes, a review of the services and resources provided will be undertaken and a decision will be made within 5 working days of the written request. All fees, with the exception of the administration fee, may be refundable under certain circumstances and at the final discretion of the College Director.

Vocational education training and assessment client services will be clearly advertised including additional costs and compulsory departmental charges where funded programs apply.

Additional costs could include; equipment kits, uniforms, personal protective clothing, text books etc. In all cases where they are not included in the course fee, they will be itemised as a separate and additional fee.

Contour College will apply an internal administration fee, which covers costs associated with pre-enrolment labour costs and consumables. The administration fee, which will be reviewed annually, is clearly documented and is non-refundable without exception.

Learners will be provided with clear processes to retrieve any funds they have entitlement to and Contour College will endeavour to satisfy all reasonable claims within 14 working days from the mutually agreed refunded amount.