

REFUND POLICY

Contour College (Contour) will always endeavour to support the needs of its students, including aiming to reach a satisfactory conclusion in all refund requests. If a satisfactory conclusion cannot be reached internally, Contour will offer referral to an external independent arbiter.

Refunds and non-refundable circumstances will be clearly advertised in all forms of marketing material and provided to intending students, prior to any financial commitment being made or the commencement of training services. A verbal explanation will also be undertaken to ensure clarity of the commitment.

Fee Refund Application Form

In the event a student is unable or unwilling to continue with their Contour training, they may be entitled to a full or partial fee refund.

If a student is seeking a refund, they will need to complete a Fee Refund Application Form, which can be found on the [Contour website](http://www.contourcollege.com.au) (www.contourcollege.com.au) and forward this to Student Support. Contour will review the training services and resources which have been provided to the student and decide any refund due within five working days of receiving the application form.

All fees, with the exception of the administration fee, may be refundable under certain circumstances and at the final discretion of the Operations Manager.

Fees and additional costs

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

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

Contour may apply an internal administration fee, which covers pre-enrolment labour costs and consumables. The administration fee is reviewed annually and is non-refundable without exception.

Students will be provided with clear processes to receive any refunds they are entitled to.

Contour will endeavour to satisfy all reasonable claims within 14 working days from reaching agreement on the amount of refund due.