

REFUND PROCEDURE

Contour College (Contour) will always endeavour to support the needs of our students in collecting and retaining fees and charges that are justifiable for the services we provide.

Where costs are non-refundable, they will be clearly identified. Candidates will be encouraged to read, understand and agree to documented material prior to making any payments.

Non-Refundable

Contour may charge an administration fee which covers costs associated with pre-enrolment labour costs and consumables. The administration fee is set annually and is not refundable under any circumstances.

Equipment kits, uniforms, text books, student manuals and personal protective clothing once issued to the student, regardless of quality and time in use, must be paid in full. No refund will be issued if returned.

All subjects that a student has commenced (engaged in) must be paid in full regardless of the length of time the student has been engaged in a program. Only those subjects not commenced (engaged in) will be considered for a refund.

Refundable

In the event that a student has paid an up-front fee and is unable to attend the course, and the student notifies Contour in writing and Contour receives this written notification, the following will apply:

1. More than five working days prior to the commencement of a course or service:
the student will be entitled to a refund of training, materials and equipment fees paid.
2. Less than five working days prior to the commencement of a course or service:
the student will be entitled to a refund of training fees, material fees and equipment fees paid less 1% of the total fees paid.
3. Once the program has commenced and up to four weeks into the program:
 - 3.1 *equipment kits, uniforms, personal protective clothing and text books will not be refunded as they will already have been pre-ordered and/or provided for*
 - 3.2 *units that the student has commenced will be charged for*
 - 3.3 *units not commenced will be refunded up to the first four weeks of the course.*
4. Once the program has commenced and the student leaves after the fourth week and prior to the tenth week of commencing the course or service (regardless of training days allocated in a week or term timeframe):
the student will be entitled to a refund only of units not commenced less 20% due to the prior allocation of resources.
5. The student leaves after the tenth week (regardless of training days allocated in a week):
no refund will be given as all content will have been introduced into the program and/or services provided.

Payment Plan

Payment Plan fees will only be accepted by authorised Direct Debit. The first month's payment must be paid prior to commencing the course or service and remain in advance for the duration of the course. If at any time there are insufficient funds available to pay for committed items or training commenced, the student will be responsible for any additional bank charges incurred by Contour.

In the event a student has commenced **paying fees under a Payment Plan** and is unable to attend the course, and the student notifies Contour in writing and Contour receives this written notification, the following will apply:

1. More than five working days prior to the commencement of a course or service:
the student will be entitled to a refund of training, materials and equipment fees paid.
2. Less than five working days prior to the commencement of a course or service:
the student will be entitled to a refund of training fees, material fees and equipment fees paid less 1% of the total fees paid.
3. Once the program has commenced and up to four weeks into the program:
 - 3.1 *equipment kits, uniforms, personal protective clothing and text books will not be refunded as they will already have been pre-ordered and/or provided for*
 - 3.2 *units that the student has commenced will be charged for*
 - 3.3 *units not commenced will be refunded up to the first four weeks of the course.*
4. Once the program has commenced and the student leaves after the fourth week and prior to the tenth week of commencing the course or service (regardless of training days allocated in a week or term timeframe):
the student will be entitled to a refund only of units not commenced less 20% due to the prior allocation of resources.
5. The student leaves after the tenth week (regardless of training days allocated in a week):
no refund will be given as all content will have been introduced into the program and/or services provided.

Short Course

Once the short course has commenced:

1. Equipment kits, uniforms, personal protective clothing and text books must be paid for as they will already have been pre-ordered or provided for.
2. Units that the student has commenced (engaged in) will be charged for.
3. Any balance of funds, after all commitments have been paid for (as noted above) will be refunded less 25%.

Refund Payment

A refund payment will be paid within 14 working days from the mutually agreed refund amount unless a Non-Academic Grievance Procedure is activated.

Refund Dispute

In event the student disagrees with the approved refund amount, they should proceed with the Non-Academic Grievance Procedure available from Student Support or on the [Contour website](#) (see Grievance and Appeal Procedure).