

<b>InTech Institute of Technology</b>		
<b>Policy:</b> <a href="#">Fair and Reasonable Refund Policy</a>		<b>Standard:</b>
<b>Creation Date:</b> 29 Sept 2006	<b>Version:</b> May 2009	<b>Created By:</b> Robin Jaggessar
<b>Justification:</b> Change to AQTF 2007, Yearly revision of the Policy		

**InTech has a fair and reasonable refund policy.**

**InTech Institute of Technology Pty Ltd** (CRICOS Provider Code: 02035F)  
**(All VET Programs) Terms and Conditions of Refunds, Deferrals or Withdrawals**

1. Notification of withdrawal from individual units or a program must be made in writing to InTech before your arrival in Australia (on a visa granted to study at InTech).
2. Application fees are non-refundable.
3. If you notify us of your intention to withdraw from individual units or a program before your arrival in Australia (on a visa granted to study at InTech) then you are eligible to receive a refund minus a \$1000.00 administration charge.
4. No refunds will be given for notification of withdrawal which occurs after your arrival in Australia (on a visa granted to study at InTech). The exception to this is noted in paragraph five.
5. Once you have arrived in Australia (on a visa granted to study at InTech), no refund is available to participants who withdraw unless the student can provide a medical certificate or show extreme personal hardship. In that case, fees may be refunded on a pro-rata basis, minus the administrative fee/deposit. However, should participants wish to resume their studies at a later date, the original fee payment can be used as credit towards that course within twelve months of initial payment. Refund requests should be made in writing.
6. If you notify us of your intention to withdraw before your arrival in Australia (on a visa granted to study at InTech) you are eligible for a refund as per 3 above, then the refund will be paid to you within four weeks of InTech approving your written request for refund.
7. It is a course requirement that all fees as invoiced must be paid in full, failure to do so will result in a cancellation of enrolment and withholding of results.
8. Students may be precluded from sitting exams, receiving results or attending classes if tuition fees are not paid by the date specified on the invoice.
9. Where an international student obtains residency/citizenship status then local fees will apply from the semester following the date of their residency/citizenship.
10. Any refund will be paid to the person or entity that originally paid the course fees and, where possible, in the same currency in which the fees were paid.
11. In the case of provider default, refunds cannot be covered by a written agreement. For international students such situations are covered by the ESOS Act 2000 and the ESOS Regulations 2001.
12. Fees may be subject to change without notice. All units offered subject to sufficient numbers.

This refund policy or INTECH's Complaints and Appeals procedure, does not remove the right of the student to take action under Australia's consumer protection law.