

Partners in Training Australia will provide a refund in line with the TABLE OF REFUNDS detailed on the next page.

You must email your request for a refund to:

The REFUND OFFICER – refunds@pta.edu.au



Please request assistance from a PTA staff member if you need help with submitting a request for a refund.



REFUND PROCESSING TIMES

We will notify you of the outcome of your request for a refund and reason for our decision within **30 calendar days** of receiving your email request. Any refund owing to you will then be processed within **14 calendar days**.



1. Where fees and any applicable charges were paid by credit card, the refund must be credited against the original credit card.
2. Where fees and any applicable charges were paid by cash, cheque or debit card, the refund will be paid by electronic funds transfer to a student's nominated account or the student's debit card (at the discretion of PTA).

It is not permissible to transfer monies from one student's account to the account of another student.

1. Course cancellation or cessation by PTA

If we cancel your enrolment *OR* we are no longer able to offer a course **which has not yet commenced** and you have made an advance payment of fees and any applicable charges, we will provide a full refund. This includes any admin fee and materials fee paid in advance by you upon receipt of your request for a refund (and provided the materials are returned to us in their original condition).

If we cancel, cease *OR* are unable to continue to offer a course **which has commenced** and you have paid fees and any applicable charges, we will refund a portion of your tuition fees and materials fee for unit/s of competency as per the withdrawal procedure below. Regardless of whether we cancel, cease or are unable to continue to offer a course, the Admin fee will not be refunded once the course has commenced.

2. Student-initiated course withdrawal

A student can withdraw from a course at any time and in doing so may be entitled to a full or partial refund.

When requesting a refund, you must provide the following information in your email to us:

- Your full name
- Your date of birth
- The qualification/course name and units of competency for which you are requesting a refund
- The amount of the fees and any applicable charges your requesting to be refunded
- Your reasons for applying for a refund
- A copy of the withdrawal application email you provided to PTA

If you fail to email a request for a refund after withdrawing from your course, no refund will apply.



This document must be read in conjunction with our published [Student Fees and Charges Policy & Procedures](#) Available [here](#) on our website and in hard copy at any of our campuses

TABLE OF REFUNDS

Student type	Refund of tuition fee	Course Admin fee	Tuition assurance
1: Skills First Funded Students (excluding HLT54115 Diploma of Nursing students & VET Student Loans students)			
Student withdraws from course in writing BEFORE course commencement	Full refund on what the student has already paid	No refund	Not applicable
Student withdraws from course in writing within 4 weeks after course commencement	What the student has already paid – one-third (1/3) of the total course tuition fee	No refund	Not applicable
Student withdraws from course in writing 5 to 8 weeks after course commencement	What the student has already paid – two-thirds (2/3) of the total course tuition fee	No refund	Not applicable
Student withdraws from course in writing at any time after 8 weeks	No refund	No refund	Not applicable
2: Fee for Service students & HLT54115 Diploma of Nursing students (excluding VET Student Loans students)			
Student withdraws from course in writing BEFORE course commencement	Full refund on what the student has already paid	No refund	Applicable if more than \$1500 paid upfront
Student withdraws from course in writing within 4 weeks after course commencement	What the student has already paid – \$500	No refund	Applicable if more than \$1500 paid upfront
Student withdraws from course in writing 5 to 8 weeks after course commencement	What the student has already paid – \$1000	No refund	Applicable if more than \$1500 paid upfront
Student withdraws from course in writing any time after 8 weeks	What the student has already paid – the tuition liable according to their progression	No refund	Applicable if more than \$1500 paid upfront
3: VET Student Loans student			
Partners in Training ceases to provide a unit of study	May elect for proportionate refund and re-credit of any incomplete unit of study. May elect for course assurance and no refund	No refund	Applicable
Student withdraws from a unit of study in writing on or before the census date	the student will not incur a VET Student Loans (VETSL) debt	No refund	Not applicable
Student withdraws from a unit of study in writing after the census date	No refund. May apply for re-credit in special circumstances	No refund	Not applicable