

1.7 Refunds Policy

FGM Consultants has in place a fair and reasonable refund policy covering student enrolments. The policy is in line with SKILLS VICTORIA guidelines and takes into account the following:

- 1.23 If a student withdraws, by written notice, from a government funded course at any time up until 4 weeks after commencement of classes in that course, then FGM will refund the tuition fee paid in respect of the course less the minimum charge and any other fees and charges paid by or on behalf of the student.
- 1.24 If a student gives written notice to FGM at any time up until 4 weeks of commencement of classes in a government funded course to take up a place at another educational institution, FGM will refund the full tuition fee and any other fees and charges paid by or on behalf of the student.
- 1.25 If a government funded course is cancelled by FGM at any time during the period of the students enrolment, then FGM must refund the full tuition fee, the pro-rata portion of any compulsory non-academic fee, subscription or charge and any fees for materials which have not been used in the course prior to the date of cancellation.
- 1.26 For the purposes of clauses 1.23, 1.24 & 1.25, if a student withdraws from only part of the course or if only part of the course is cancelled, FGM need only refund the portion of the tuition and materials fee applicable to that part of the course.
- 1.27 If a student does not undertake tuition in part of a government funded course because of a recognised prior learning in respect of that part of the course, then FGM will refund an amount equal to the difference between:
 - a) the tuition fee which has been paid: and
 - b) the tuition fee applicable in accordance with these conditions in respect of the aggregate of the enrolled subject hours for that part of the course in which the student has undertaken or will undertake tuition in that calendar year.

The above method in calculating refunds, also applies to non- government funded courses.