



# Refund Policy

Policy and Procedure Document

**WEG-POL-REF-001 | Version 2026.v01**

**Effective: 17 March 2026 | Review: 17 March 2027**

✓ ACTIVE — CURRENT

**Applicable Standards:** National Code 2018 Standard 3 (Written Agreements) | ESOS Act 2000 | TPS Act 2012



## Document Control

<b>Document Title</b>	Refund Policy	<b>Document Code</b>	WEG-POL-REF-001
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<b>Document Owner</b>	RTO Manager	<b>Approved By</b>	Abhay Kumar, Director of Operations
<b>Audience</b>	(S) Students	<b>Confidentiality</b>	Public
<b>Applicable Standards</b>	NC 2018 Std 3   ESOS Act 2000	<b>Applies To</b>	All enrolled and prospective students of Wyatt Education Group

## Version History

Version	Date	Author	Changes	Approved By
2026.v01	17 March 2026	Abhay Kumar	Initial release — aligned to 2025 ASQA Outcome Standards.	Abhay Kumar, Director of Operations

*Wyatt Education Group acknowledges the Traditional Owners and Custodians of Country throughout Australia and acknowledges their continuing connection to land, waters and community. We pay our respects to the people, the cultures and the Elders past, present and emerging.*

## 1. Purpose

This policy sets out the conditions under which Wyatt Education Group (Wyatt) will provide refunds of tuition fees and other charges to students. Wyatt is committed to handling all refund requests fairly, transparently, and in accordance with the ESOS Act 2000, the National Code 2018, and applicable Australian consumer law.

## 2. Scope

This policy applies to all students — domestic and international (CRICOS) — enrolled in, or seeking to enrol in, any course delivered by Wyatt Education Group (RTO 46003, CRICOS 04130B).

## 3. Definitions

Term	Definition
<b>Tuition Fees</b>	Fees paid for the delivery of a course or qualification.
<b>Non-Tuition Fees</b>	Application fees, materials fees, and other charges not forming part of tuition. These are non-refundable unless otherwise stated.
<b>Written Agreement</b>	The formal enrolment agreement between Wyatt Education Group and the student, as required under National Code 2018 Standard 3.
<b>Provider Default</b>	A situation where Wyatt fails to start or complete delivery of a course as agreed, including cancellation of CRICOS registration.
<b>Cooling-Off Period</b>	The period of 5 business days following the signing of the Written Agreement during which the student may cancel with a full refund.
<b>Unexpended Fees</b>	The portion of pre-paid tuition fees not yet used at the time of withdrawal or provider default.

## 4. Cooling-Off Period

A student who has signed a Written Agreement with Wyatt Education Group is entitled to cancel their enrolment within **5 business days** of signing and receive a full refund of all tuition fees paid. This cooling-off right applies regardless of any other condition in this policy.

**Note:** Application fees and non-tuition fees are non-refundable even within the cooling-off period, unless Wyatt is at fault or the application was rejected.

## 5. Refund Schedule — Student-Initiated Withdrawal

The following schedule applies when a student chooses to withdraw from a course. All refunds are calculated on **tuition fees only** and are stated in **AUD**. Non-tuition fees (application fee, materials) are non-refundable.

Withdrawal Timing	Refund Entitlement	Notes
Within cooling-off period (5 business days of signing Written Agreement)	<b>100% of tuition fees</b>	Full refund regardless of commencement.
More than 4 weeks before course start date	<b>70% of tuition fees</b>	Written notice required.
Within 4 weeks of course start date (pre-commencement)	<b>50% of tuition fees</b>	Written notice required.
After course commencement (more than 4 weeks into course)	<b>No refund</b>	Special circumstances may be considered at management discretion.
Visa refusal before commencement (international students)	<b>100% of tuition fees</b>	Evidence of visa refusal required. Application fee non-refundable.
Provider default	<b>100% via TPS</b>	Managed by Tuition Protection Service. See WEG-POL-TPS-001.

## 6. Refund Process

- 1 Submit written notice:** The student must notify Wyatt Education Group in writing (email or letter) stating their intent to withdraw and the reason. Verbal requests are not accepted for refund purposes.
- 2 Supporting documents:** Where applicable (e.g. visa refusal, medical grounds), supporting documentation must be provided at the time of the written request.
- 3 Assessment:** Wyatt will assess the refund request against this policy within **10 business days**.
- 4 Payment:** Approved refunds will be processed and paid within **4 weeks** of the written withdrawal notice to the original payment source or as agreed.
- 5 Written confirmation:** A written confirmation of the refund amount and payment date will be issued to the student.

## 7. Provider Default

In the event of a provider default, international students are protected under the **Tuition Protection Service (TPS)**. Wyatt Education Group is obligated to notify affected students and the TPS immediately. The TPS will arrange placement at an alternative provider at no cost to the student, or provide a refund of unexpended tuition fees where placement is not possible or acceptable to the student.

Refer to **WEG-POL-TPS-001 — Tuition Protection Service Policy** for full details.

## 8. Disputes and External Review

Students who are dissatisfied with the outcome of a refund request may lodge a formal complaint under **WEG-POL-CAP-001 — Complaints and Appeals Policy**. International students may also refer their dispute to the **Overseas Students Ombudsman** at no cost: [ombudsman.gov.au/oso](http://ombudsman.gov.au/oso) | 1300 362 072.

## 9. Related Documents

Document	Code	Purpose
Tuition Protection Service Policy	WEG-POL-TPS-001	Provider default and TPS obligations.
Complaints and Appeals Policy	WEG-POL-CAP-001	Dispute resolution for refund decisions.
Student Written Agreement	WEG-FORM-ENR-001	The formal enrolment agreement under NC Std 3.

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