



# Withdrawal and Refund Policy and Procedures

**This document should be read in conjunction with the Definitions for Use with Trainee Policies and Procedures**

IPLS recognises at times trainees need the ability to withdraw from the course completely. This policy and these procedures apply to withdrawals and any refund a trainee may be entitled to as a result.

## Withdrawals and Refunds

Please note:

- A trainee may withdraw from the course at any time before it starts at no cost.
- If a notice of a withdrawal is received any time up until 5:00pm on the 10th working day from the start of that course the full course fee (less an administration fee of 10% of the course fee – up to a maximum of \$500) will be refunded to the trainee.
- After this time (from the 11th working day onward) the full published course fee will be forfeited by any trainee withdrawing from an IPLS course.

## The procedure

### 1. Prior to the course commencing:

- a. The prospective trainee emails the Enrolments Manager requesting to withdraw from the course. A full refund of any monies paid will be provided.
- b. The Enrolments Manager will action the request and advise the trainee.

### 2. Ten working days or less from the start of the course:

- a. The trainee must complete and send the [Trainee Universal Application](#) form to IPLS for approval by the National Director.
- b. The full course fee (less an administration fee of 10% of the course fee) will be refunded to the trainee.

### 3. Eleven days or more from the start of the course:

- a. The trainee must complete and send the [Trainee Universal Application](#) form to IPLS for approval by the National Director.
- b. The full course fee is non-refundable but may be transferred to another intake of the trainee's choice with the approval of the National Director and subject to availability.

**This policy was reviewed:** July 2021