



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