AREAS OF TRAINING AVAILABLE AT C.Y. O’CONNOR INSTITUTE INCLUDE:

- Access & Participation
- Agriculture
- Business
  - Accounting & Finance
  - Business
  - Management
- Children’s Services
- Community Services
  - Aged Care
  - Disability Support
  - Youth Services
  - Community Services
- Education & Training
- Hairdressing
- Health
- Local Government
- Retail
- Trades
  - Automotive
  - Building & Construction
  - Engineering
  - Electrical Trades
- Visual Art

We also offer a range of short courses and workshops.

*Please note: Not all short courses and workshops are eligible for payment plans. Please contact your nearest campus to inquire.
FULL REFUNDS
Students who withdraw are entitled to a full refund of fees and charges where:

- A course/qualification or module/unit of competency has been cancelled or rescheduled to a time or place that is unsuitable to the student.
- A student is not given a place due to maximum number of places being reached.

PART REFUNDS
Students who withdraw for reasons other than those outlined above and who have lodged a withdrawal form before their census date* will be eligible for a full refund of their course fee, and:

- A full refund of the resource fee if the course is a Diploma or Advanced Diploma; or
- 50% of the resource fee if the course is below Diploma level.

PRO RATA REFUNDS
If a student withdraws for reasons of personal circumstances beyond their control, at any time during their course of study, a pro rata refund may be issued at any time during the course of delivery. For example:

- Serious illness resulting in extended absence from classes;
- Injury or disability that prevents the student from completing their program of study; or
- Other exceptional circumstances that prevent the student from completing their program of study.

The decision on pro rata refunds is at the discretion of the Managing Director.

In ALL cases, relevant documentary evidence (for example, medical certificate) is required.

VET FEE HELP STUDENTS
Please see VET FEE-HELP Refund Re-Credit and Review Policy.

ADVICE OF WITHDRAWAL
Students are required to complete and sign a Student Withdrawal - Refund Application Form when withdrawing from any enrolment in order for a withdrawal result to be processed and a refund to be issued.

Please contact your nearest Institute campus to request a form.

PAYMENT PLANS
Students on a payment plan must lodge a withdrawal form before their census date* to be eligible for a full, part or pro rata refund, following the receipt of the full payment of the unit/course of study in which they are enrolled.

Students who withdraw before their census date*, but have not paid in full may be eligible for a partial refund depending on the amount already paid.

Any withdrawal forms lodged before their census date* will automatically have direct debit payments ceased (please advise if you are on a payment plan).

Please see the Payment Plan Agreement brochure for more information on payment plans.

* Your census date is the date that you must have completed and submitted a withdrawal form by, if you wish to withdraw and receive a refund for your unit of study/course. This date is shown on your enrolment/invoice receipt.

IMPORTANT NOTICE
Students withdrawing after their census date* will NOT be eligible for any refund.

COLLEGE DISCRETIONARY FEE
A $25.00 non-refundable administration fee charged at enrolment.

REFUND FOLLOWING RE-MARKING OF ASSESSMENTS
Students requiring a re-mark of their assessments should do so within four weeks of the date of publication of their results and are required to pay a fee of $25.

Assessments which are reviewed and the result amended will be refunded the appeal fee. Those assessment marks which are not amended will forfeit this fee. A student cannot appeal the outcome of a re-marking once determined.

CENTRELINK
Austudy, Abstudy and Youth Allowance payments may be affected by withdrawal from units of competency. It is recommended that you discuss any action with Centrelink prior to completing your application for refund.

For more information on refunds please speak to the Customer Services Officers at time of enrolment.

Refunds are calculated in accordance with the WA Department of Training and Workforce Development Fees and Charges Policy Section 6.8.