



## STUDENT FEES REFUND POLICY

All requests for a refund for enrolment and course fees should be submitted in writing (with supporting documentation) to GLO Training Centre Administrator. Refund request forms can be found at [www.gloministries.org.au](http://www.gloministries.org.au)

| REFUND POLICY  | Amount Refunded ACCREDITED COURSES        | Amount Refunded NON ACCREDITED COURSES    |
|--|---|---|
| If GLO College of Ministries is unable to provide the course (refund within two weeks)                             | Full refund including application fee.    | Full refund including application fee.    |
| If incorrect or incomplete information is supplied by the applicant and the offer is withdrawn by the college.     | All fees paid except the Application fee. | All fees paid except the Application fee. |
| If the student withdraws <b>more than 10 weeks before</b> the course commences                                     | All fees paid except the Application fee. | All fees paid except the Application fee. |
| If the student withdraws <b>4 – 10 weeks before</b> the commencement of the course.                                | Only 90% of course fees.                  | Only 90% of course fees.                  |
| If the student withdraws from a course <b>less than 4 weeks before</b> the commencement of the course.             | Only 80% of course fees.                  | Only 80% of course fees.                  |
| If the student <b>withdraws 0 – 4 weeks after</b> a course commences.  | Only 50% of total course fees             | No refund.                                |
| If the student <b>withdraws 4 – 10 weeks after</b> a course commences.   | Only 20% of total course fees             | No refund.                                |
| If the student <b>withdraws after 10 weeks</b> the course has commenced.   | No Refund                                 | No refund                                 |
| If a student breaches international visa conditions or the rules of the provider and is terminated from the course | No refund                                 | No refund                                 |

**NOTE;**

1. A notice of withdrawal due to:
  - Illness or disability
  - Death of a close family member (parent, sibling, spouse, child)
  - Political or civil event that prevents a student continuing a program may be accepted as grounds for a partial refund of fees. Supporting documentary evidence must be provided.
2. For all GLO accommodation a minimum of 2 weeks' notice in writing must be given.
3. There is no refund of fees for an unsuccessful RCC/RPL application.