

Refund Policy

Policy Reference	WEG-POL-REF-001	Version	2026.v01
Effective Date	1 July 2025	Review Date	1 July 2026
Document Owner	RTO Manager	Approved By	Director of Operations
Standards	ESOS Act 2000 ss.18,28-29,47E,47F NC 2018 Standard 3 Standards for RTOs 2025	Status	Active — Current
Applies To	All Students (Domestic and International)	Classification	Student-Facing Policy (S)

Version	Date	Author	Changes	Approved By
2026.v01	1 July 2025	S. Reddy	Initial issue — aligned with 2025 Standards for RTOs and ESOS Act 2000	A. Kumar

1. ESOS Act 2000 Pre-Paid Fee Protections

50% Cap (ESOS Act 2000 s.18): Wyatt will not collect more than 50% of total tuition fees before a student commences. **Designated Account (ss.28-29):** All prepaid tuition fees held in a designated account until the student commences. **TPS Protection:** Prepaid fees further protected under the Tuition Protection Service (CRICOS 04130B). See [WEG-POL-TPS-001 — TPS and Provider Default Policy](#).

2. Refund Entitlements

- **Provider Default (ESOS Act 2000 ss.46A-46D):** Full refund of all tuition fees within 14 days. TPS assists with alternative placement. See [WEG-POL-TPS-001 — TPS and Provider Default Policy](#).
- **Student Withdrawal — before commencement:** Refund less administrative fee (ESOS Act 2000 s.47E)
- **Student Withdrawal — after commencement:** Pro-rata refund for undelivered portion (ESOS Act 2000 s.47F)
- **Non-refundable fees:** Application fee and non-tuition fees (materials, uniforms, equipment) non-refundable once incurred
- Refund requests must be submitted in writing to the RTO Manager
- Refunds processed within **28 calendar days** of written request

3. Fee Schedule by Course (AUD)

Course	Tuition	Non-Tuition	Application Fee	Total
BSB50120 — Diploma of Business	\$11,250	\$250	\$250 (non-refundable)	\$11,500
BSB60420 — Adv. Diploma L&M	\$14,550	\$250	\$250 (non-refundable)	\$14,800

CPC31320 — Cert III Tiling	\$9,000	\$1,500	\$500 (non-refundable)	\$10,500
CPC50320 — Diploma Bldg & Construction	\$15,000	\$500	\$250 (non-refundable)	\$15,500

A bursary (partial scholarship) may be available. Contact admissions for details.

4. Refund Schedule — International Students (All amounts in AUD)

Circumstance	Refund of Tuition Fees	Timeframe
Student visa refused (before commencement)	100% of tuition fees	Within 4 weeks of refusal evidence
Cooling-off — withdrawal within 5 business days of signing Written Agreement	100% of tuition fees	Within 4 weeks of written notice
Withdrawal more than 4 weeks before commencement	70% of tuition fees	Within 4 weeks of written notice
Withdrawal within 4 weeks of commencement	50% of tuition fees	Within 4 weeks of written notice
Withdrawal after commencement (beyond 4 weeks)	No refund	N/A
Provider default (Wyatt cannot deliver course)	100% of unused tuition fees	Within 2 weeks via TPS or direct
Application fee	Non-refundable	N/A

5. How to Request a Refund

- Submit written request to info@wyatt.nsw.edu.au — include full name, student ID, and reason.
- Receive written acknowledgement within 5 business days.
- RTO Manager calculates entitlement based on commencement date and fees paid.
- Approved refunds processed within 28 calendar days to nominated bank account.

Refund disputes handled under: [WEG-POL-CAP-001 — Complaints and Appeals Policy](#).

6. Related Documents

[WEG-POL-TPS-001 — TPS and Provider Default Policy](#)

[WEG-POL-CAP-001 — Complaints and Appeals Policy](#)

Acknowledgement of Country

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