

Cancellations & refund policy

1. Student cancellation & refunds

- Students who give notice to cancel their enrolment at least 10 days prior to the commencement of initial training will be entitled to a full refund of fees paid.
- Students who give notice to cancel their enrolment less than 10 days prior to the commencement initial will be entitled to a 75% refund of fees paid. The amount retained (25%) by The Penn College is to cover the costs of staff and resources which will have already been committed.
- Students who cancel their enrolment after a training program has commenced will not generate a refund of fees. However, discretion may be exercised by the Director in all situations, if the student can demonstrate that extenuating or significant personal circumstance led to their withdrawal. In these cases, a full credit may be offered towards the course fee in another scheduled program in lieu of a refund.
- The Director may also authorise a refund of tuition fees if the circumstances require it.
- Please note that where fees have been paid by Lowes Manhattan Pty Ltd, any refund due will be paid to Lowes.

Notification of withdrawal or cancellation must be received by emailing info@penncollege.edu.au and, if the timing of the notification allows for a refund of any fees paid, the email must include the student's bank details (BSB, account number and account name) for electronic transfer of the refund due.

Within three weeks (21 calendar days) of receiving the notification, if the student is entitled to (and has requested) a refund, the request will be processed and the refund due transferred into the student's nominated bank account.

2. Cancellation by The Penn College

If a payment has been made and The Penn College:

- terminates the training and assessment arrangement early*; or
- fails to provide the agreed services*

a student will be entitled to a full refund of the fee paid if the training to which the payment relates has not yet commenced or a proportionate refund if it has commenced.

The refund will be made within three weeks (21 calendar days) and will be transferred into the student's nominated bank account.

* A student is not entitled to a refund if the student is suspended from attending or has had their enrolment cancelled in accordance with the circumstances explained in section 4: *Student obligations and disciplinary procedures* in the Student Handbook