

Refund Policy

Blue Stone Medical Pty Ltd operates a fair and reasonable Refund Policy.

Please note that an administrative charge of \$250 will be deducted from approved refunds.

Refunds (less non-refundable deposit) will be issued when:

- Students give written notice 28 days prior to commencement of course.
- Sufficient evidence to verify that a student is unable to attend class due to personal circumstances such as serious accident or illness, whereby deferring the course is not an option.
- Review of credit transfer indicates that student does not have to undertake the course/unit.

Refunds will not be issued when:

- Changes occur in student workload
- It becomes inconvenient for a student to travel to class
- A student relocates interstate or away from the area
- A student becomes retrenched or changes job
- A student leaves before finishing unit of competency/course
- A student is expelled from the college due to a serious breach of discipline

Refund requests must be made in writing to the Director, Blue Stone Medical Pty Ltd, **PO Box 4196 Rockhampton, QLD 4700** stating details of the claim for refund. Approved refunds will be paid within 4 weeks from receipt of written application for refund. Refunds will be issued to the person who entered the contract with Blue Stone Medical Pty Ltd.

If a student withdraws from a course by providing 28 days' written notification before course commencement date, course fees paid, less than the non-refundable deposit, will be refunded. **Course fees are non-transferable to another student.**

Refund Policy – SAS Funded Students

This policy applies to all students undertaking funded training with Blue Stone Medical Pty Ltd under the applicable Skills Assure Supplier (SAS) Agreement.

Refund entitlements

- **Before training commences:** Co-contribution fees paid will be refunded in full if enrolment is cancelled before training commences. No administration fee, deposit deduction or minimum notice period applies.
- **After training commences:** Students withdrawing from a unit of competency or module will receive a proportionate refund for training and assessment not delivered. Fees paid for units that have not commenced will be refunded in full.
- **Employer or industry payments:** Additional charges paid beyond the co-contribution fee and Government subsidy will be refunded for training or services not delivered.
- **Credit transfer:** Fees paid for training that is no longer required because credit transfer is granted will be refunded.

Proportionate refunds will be calculated using the fee allocated to the unit or module and documented records of training and assessment delivered. Changes in personal circumstances or the reason for withdrawal do not remove these refund entitlements.