



Learner Refund Policy

Procedure No: 3-6500

Issue date: 15 September 2014

Issue No: 5

Page: 1 of 1

Purpose: To determine the reasons why a refund may be granted to new and existing Learners of EQUALS International (Aust) Pty Ltd (also known as *EQUALS International* and *EQUALS*).

Responsible Person: Chief Finance Officer

Policy/Procedure:

Domestic Learners

Please refer to the F 001 Learner Application Form for the Refund Policy (Domestic Learners)

International Learners

Please refer to the F 075 International Learner Application Form for the Refund Policy (International Learners).

Documents:

F 002 Learner Handbook

Learner file

MYOB/ Receipt Book