

Refund Policy

Refunds, cancellations, changes



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Refund Policy

Cancellation of a course by Graviteq

If Graviteq is responsible for cancelling a course, and no alternative dates have been provided to complete the course, students will be entitled to a full refund.

Student initiated withdrawal or cancellation in a course

When a student amends their re-enrolment or enrolment status, the following details apply:

If written advice, is received by a Graviteq facility more than 7 days prior to course commencement, from a student requesting withdrawal, or cancellation in a course, Graviteq will make a full refund of any pre-paid course fees within 2 weeks of receipt of written cancellation.

If notification by a student to withdraw or cancel from a course within 7 days of the course commencement date or he/she does not attend for any scheduled course dates, there will be no refund of any course fees paid.

To continue with the course, the student would need to re-enroll in the course at the advertised price.

In the case of extreme hardship or extenuating circumstances preventing participation in the course, an application can be made to the Regional Manager for a refund. Submitting an application does not guarantee a full or partial refund.

Graviteq initiated changes to agreed services

Where there are any changes to the agreed training and assessment services, Graviteq will advise the student as soon as practicable. Students may request rescheduling or refund for Graviteq initiated changes to agreed services.

Student / company initiated booking amendment

Where there is an amendment made such as a name change, invoice amendment, date change (outside of cancellation period) a \$50 processing fee will apply per change.