

POLICY:	REFUNDS (Refund Statement
NVR Ref:	
AACI Ref:	
Policy Statement	<p>This policy outlines the policy and procedures for refunds that satisfy compliance requirements for REFUNDS for course fees paid are managed and completed fairly and in accordance with VET Standards</p> <p>“Clause 7.3</p> <p><i>Where the RTO requires, either directly or through a third party, a prospective or current learner to prepay fees in excess of a total of \$1500 (being the threshold prepaid fee amount), the RTO must meet the requirements set out in the Requirements for Fee Protection in Schedule 6.”</i></p> <p>Clause 5.3</p> <p>Where the RTO collects fees from the individual learner, either directly or through a third party, the RTO provides or directs the learner to information prior to enrolment of the commencement of training and assessment, whichever comes first, specifying:</p> <p>a) all relevant fee information including:</p> <ul style="list-style-type: none"> i) fees that must be paid to the RTO, and ii) payment terms and conditions including deposits and refunds <p>b) the learner’s rights as a consumer, including but not limited to any statutory cooling-off period, if one applies</p> <p>c) the learner’s right to obtain a refund for services not provided by the RTO in the event the:</p> <ul style="list-style-type: none"> i) arrangement is terminated early, or ii) the RTO fails to provide the agreed services.
	<p>All Students are deemed to be enrolled and have commenced the course on the Date of enrollment.</p> <p>REFUND Policy - Before Commencement Date of Course</p> <ul style="list-style-type: none"> • More than 10 weeks (Full Refund minus \$500 AACI administration fee) • More than 4 weeks & up to 10 weeks (Full Refund minus administration fee of \$500) • 3 weeks or less (Full Refund minus a late administration fee of \$800)

	<p>REFUND Policy - After Commencement Date of Course</p> <ul style="list-style-type: none"> • Week 1 (NO REFUND IS AVAILABLE) • Approved Refund/Withdrawal/Transfer(\$800 administration fee applies) • Approved Refunds that are confirmed in writing will be paid within 20 days from approval by the student. • All Course tuition fees are detailed in our Course Fee Schedule and detailed on our website. (Fees, charges and refunds are quoted in Australian dollars and are subject to change without notice) <p>If you do decide to withdraw after commencing your course, there are no refunds available and the full course tuition cost is payable. Thus, if you are paying for your course tuition fee via instalment payment, you will be required to continue your payments or pay the balance in full.</p> <p>In other words AACI requires full payment even though you have elected to withdraw from the course. Withdrawing does not stop instalment payments. AACI requires all prospective students to consider any financial implications of undertaking their course from both a financial, time and lifestyle.</p> <p>All course fees must be paid and received in full prior to the issue of any Statements of Attainment and Qualifications, unless otherwise agreed to between the parties in writing.</p>
<p>Student Initiated Withdrawal Fee- After Commencement Date of Course</p>	<p>The Student Enrolment Form, Fees and Charges Policy, and our website, If a student decides to voluntary withdraw from the qualification they have enrolled in, they are obligated to pay a \$800 (plus GST) Withdrawal Fee to AACI.</p> <p>The Student must also complete and submit to AACI the Student Initiated Withdrawal Form prior to the release by AACI of any statement of attainment or qualification.</p>

PROCEDURE:	REFUND
Action/Method	<p>Student shall submit an application by email to the RTO Manager in accordance to the procedures set out in the Student Handbook within 14 days of being aware of a refund being available.</p> <p>The refund request shall detail the reason why and justification of the amount requested under the refund application.</p> <p>The purpose of this procedure is to ensure that the AACI meets the requirements VET Standards for refunds and to ensure that any refunds are conducted with integrity, honesty and fairness as set out in the <u>Student Information Guide</u></p>
Related Documents and Policies and Procedures	<p>Student Information Guide</p> <p>Enrolment Policy and Procedure</p> <p>RPL Policy</p> <p>Credit Transfer Policy</p> <p>Complaints and Appeals Policy</p> <p>AACI Compliance with Legislation Policy</p> <p>Fees and Charges Policy</p> <p>Complaints and Appeals Policy and Procedure</p>

VERSION CONTROL

Review / amendment history

Policy Approved by: Chief Executive Officer / RTO Manager

Responsible Officer: Chief Executive Officer / RTO Manager

Next Policy Review Date: 1 May 2024

Version	Date	Details
1.0	4 August 2021	Policy approved and issued
2.0	1 March 2022	Minor Changes
3.0	1 September 2022	RTO Registration TOID and contact details
4.0	1 May 2023	Minor Changes

Contact AACI for further information concerning this policy
support@aac.edu.au