

## Refund Policy

### 1 Purpose

The purpose of this policy is to outline the Institute's approach to managing fees and refunds and to demonstrate how fees paid in advance are protected by the Institute.

### 2 Scope

This policy applies to all students.

### 3 Definitions

**Tuition Fees:** fees paid to enrol in a course.

### 4 Requirements

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 or the commencement of training and assessment, whichever comes first, specifying:

- the learner's rights as a consumer, including but not limited to any statutory cooling-off period, if one applies;
- the learner's right to obtain a refund for services not provided by the RTO in the event the:
  - arrangement is terminated early; or
  - the RTO fails to provide the agreed services.

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 of the Standards of RTOs 2015.

### 5 Procedures

#### 5.1 Refund of Tuition Fees

The Institute will:

- in the event the Institute cancels a course prior to commencement, provide the student with a full refund of their tuition fees; or
- refund the tuition fees paid upfront if the student withdraws from an accredited course before the change of enrolment date (which is 30 days from commencement of the course) specified in their Academic Calendar, less an administration fee of 20%. Students must complete their request to withdraw on the Withdrawing from Study Application Form and submit it no later than the change of enrolment date.

#### 5.2 Fee Protection

To meet our responsibilities, the Institute will hold the required current membership with the Australian Council for Private Education and Training (ACPET) Australian Students Tuition Assurance Scheme (ASTAS).

ASTAS coverage is approved by the VET Regulator and is required when either directly or through a third party, a prospective or current learner prepays fees in excess of a total of \$1,500.00 (being the threshold prepaid fee amount) for a course leading to an accredited award;

*What the Tuition Assurance Scheme provides*

Should the Institute be unable to continue offering a course, ACPET will arrange for any eligible student who has prepaid their fees and who has not been withdrawn from the course, and has not completed units of study and courses of study due to:

- the course not commencing on the agreed starting date;
- the course ceasing to be provided after it has started; or
- the full course not being delivered because a sanction has been imposed on the provider

to **either**:

- be placed in to an equivalent course such that;
  - the new location is suitable to the student, and
  - the student receives the full services for which they have prepaid at no additional cost to the student, **or**
- be paid a refund of any prepaid fees for services yet to be delivered above the threshold prepaid fee amount.

## **6 Policy Review**

This policy will be reviewed every five years or earlier if required.

Lea Zerbes  
CEO