

Document Details	
Title	Refund Policy
Division	Skills
Date for Review	July 2020
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Controlled	Uncontrolled when printed

Version History			
Version No:	Date	Purpose of Change	Issued by
1.0	27/03/2017	Document established	Kate Stella
2.0	06/02/2018	Reviewed and updated	Kate Stella
3.0	30/07/2019	Reviewed and updated	Rinks Kandra

1. Policy

This Policy provides information to the existing and prospective students about the process of applying for the refund of the paid tuition fee.

The refund information is made available to the students through the enrolment process and a declaration that the Refund Policy has been accessed and read; and is included on the '*Student induction checklist*' which the student signs prior to acceptance into a course of study with AETS.

The following procedure ensures all students are treated fairly, efficiently and with integrity when applying for refunds.

2. Procedure

The student must complete the '*Refund / Cancel Payment Plan Request Form*' form for a refund. This form can be accessed on our website at www.aets.edu.au (under Refund Policy); or obtained from a staff member to download from our intranet system- Cruse and submitted to info@aets.edu.au; or sent in post to the Head office; or hand over in person to reception at any of our branch offices listed in the student handbook.

All refunds request shall be accompanied by:

- Completed AETS Withdrawal form (available on our website www.aets.edu.au at the back of Participant handbook)
- Proof of extenuating circumstances, if applicable
- The request will be processed within fourteen (14) working days of the receipt of completed application by AETS.
- The refund will be paid in Australian dollars to the student
- Fees paid by third parties are NOT refundable to the student but will be paid to the third party.
- Details of refunds will be maintained in the student's file.

Note: Once course material (textbooks or resources) are handed to a student they become the property of the student and considered second-hand, and therefore no refund will be provided.

Outline of Refunds			
AETS withdraws or unable to deliver the course	<ul style="list-style-type: none"> • Full refund on tuition fees paid and materials (if materials are charged and not yet handed to student) • AETS may arrange for alternate course at no (extra) cost to the student as an alternative to refunding the course fee. If the student agrees to this arrangement, AETS will not be liable to refund the money owed for the original enrolment. The student must sign a new agreement to indicate they have accepted this option. 		
Withdrawal on or before agreed commencement date	<p>If the student is unable to commence their course, a completed Withdrawal form must be received by AETS <i>48 hours prior to scheduled commencement date</i> via email (info@aets.edu.au) or received by the Head Office.</p> <p>Full refund on tuition fees paid and course material (if course material are charged and not handed over to the student) within 14 days</p>		
Student withdraws after commencement - paid in advance	<table border="1" style="width: 100%;"> <tr> <td style="width: 50%;"><u>Short Courses (1-2 days)</u></td> <td>No refund shall be paid on tuition fees and course material (if course material are charged)</td> </tr> </table>	<u>Short Courses (1-2 days)</u>	No refund shall be paid on tuition fees and course material (if course material are charged)
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	<u>All Certificate level qualifications</u>		
	Refund request must be accompanied with a Course Withdrawal Form; and must be requested within 48 hours of course withdrawal date (last date of attendance).		
	Within 2 weeks of commencement	Full refund (no refund for course materials, if paid)	
Between 3-4 weeks from commencement date	50% of tuition fee refunded (no refund for course material, if paid)		
More than 4 weeks after commencement date	No refund (no refund for course material, if paid)		
Student withdraws after commencement - payment plans	<u>All Certificate level qualifications</u>		
	Refund request must be accompanied with a Course Withdrawal Form; and must be submitted within 72 hours of course withdrawal date (last date of attendance) to ensure that all future direct debits or credit card authorisations are halted		
	Within 2 weeks of commencement	All payment plans will stop	
Between 3-4 weeks from commencement date	Payment plans will continue until 50% of the Tuition fee has been paid off		

	More than 4 weeks after commencement date	Payment plans will continue for full amount of the tuition and course material fees (less deposit paid if applicable)
	For any continuing direct debit or credit card authorisations where the student closes their bank account or credit card, the balance outstanding will be referred to a debt collector	
Extenuating Circumstances	The assessment of extenuating circumstances is responsibility of the Executive Director (Skills) who assesses candidate requests on case-by-case basis.	

Appealing Refund decisions

- All students have the right to appeal to the refund decision made by AETS. Students can access the Complaints and Appeals Procedure on our website at www.aets.edu.au under Complaints and Appeals Policy.
- - This Policy does not remove student’s right to take action under:
 - Australia’s consumer protection laws or
 - Right to pursue other legal remedies where necessary

3. Review

This policy is due for review two years from its date of last review or earlier if required by legislative or regulatory changes.

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Ownership

AETS Pty Ltd is nominated as the Owner of this Policy.

Disclaimer

This Policy and Procedure document is designed to assist employees of AETS in performing their duties and responsibilities, and otherwise to set out general information in relation to certain subjects.

To the extent that this Policy and Procedure document requires an employee of AETS to do, or refrain from doing something, it constitutes a direction from AETS to the employee, with which the employee must comply. Non-compliance may lead to disciplinary action up to, and including termination of employment.

AETS (TOID 21912) – Refund Policy

AETS may alter or withdraw this Policy from time to time, or choose not to apply any part or all of this procedure in a particular instance at its absolute discretion, unless expressly stated otherwise in this document, or in an underlying template document contained on or linked through this page. Because this Policy and procedure document and any underlying policies and procedures may be changed by AETS from time to time, this site should always be accessed to ensure that the Policy and procedure being accessed is the current version. Employees should not rely on printed documents without checking the current status of this Policy and Procedure via Cruse.