

Student Withdrawal from Training and Refund Policy



Purpose

The Student Withdrawal from Training and Refund policy describes how Access Australia Group (AAG) trading as Access Skills Training (AST) fulfils its statutory obligations towards informing students and staff regarding the provision of fee refunds in the case of a student's withdrawal from a program for which fees have been paid.

Fees and charges are as per the AST refund policy and procedures and government Fees and Charges regulations, current at the time of the issued tax invoice/receipt. Student moneys are generally not refundable except in the circumstances listed in this policy.

Reference

Department of Education and Training – Guidelines about Fees available at the following web address: www.education.vic.gov.au/training/providers/rto/Pages/serviceagree.aspx

Policy

Refunds will usually be generated by AST within 15 working days of the Refund Application (QF6-004.2) being received by the Training Support Services team.

Full Refunds of all fees are available only where:

- AST cancels delivery or fails to delivery any course or unit
- AST fails to provide any of the agreed services, e.g. AST reschedules a class that is not suitable for the student, or where the class has been filled and cannot take extra students.
- In the unlikely event of the closure of the Registered Training Organisation (RTO), students enrolled in a scheduled course may be entitled to a full or partial refund. This decision will be made by the Executive Manager: RTO.

Partial refunds are available in the following circumstances:

- A fee of \$50.00 (or all fees paid less a charge of \$50.00) will apply where a formal request for withdrawal by submission of a completed Student Withdrawal form (QF6-004.1) from either a full course or single units is received a **minimum of three (3) full business days** prior to the course commencement. The withdrawal date is to be the date that AST receives Student Withdrawal form.
- A refund of up to \$100.00 will be paid by AST to students who attend up to the first four (4) weeks of training and then decide not to continue with the course. Materials and other fees to be refunded will be determined on a case-by-case basis by the Group Leader – Training Support Services.
- In exceptional or extraordinary circumstances which has prevented or prevents the student's attendance a full refund may be granted. This will be determined on application in writing by the Executive Manager: RTO.

Short courses

A full refund will apply only to any student who has enrolled in a short course/s and has submitted a completed Student Withdrawal form (QF6-004.1) that has been received by AST a **minimum of three (3) full business days** prior to the course commencement. The withdrawal date is to be the date that AST receives Student Withdrawal form (QF6-004.1).

Complaints and appeals

For complaints and appeals regarding refunds please refer to the: Feedback, Appeals and Complaints Policy (QPOL1-010); Feedback, Appeals and Complaints Procedure (QP1-001) and Feedback, Appeals and Complaints Form (QF1-003)