Policy / Procedure

Refund Policy and Procedure

1. Policy

This policy/procedure provides all staff and students information on the ability to apply for a refund of course, tuition, worksite visit, material and additional fees in certain circumstances.

The following procedures ensure all students are treated fairly and with integrity when applying for refunds. All refunds applications are to be submitted to the Business Manager and the following procedures followed in assessing the application.

A Student is deemed to be enrolled where an Enrolment Form has been completed, fees have been paid and a Training Plan is approved by respective parties. The Training Plan will clearly define the period of training for each subject within a course of study including the number of worksite visits (if required).

The agreed training plan can only be altered by agreement of all parties. Formal requests to change the training plan may be initiated by any party before the conclusion of each training period. Ascet Tech has no obligation to deliver training and or assessment outside of each period of training defined in the agreed Training Plan.

No refund is payable where a training plan expires and is deemed cancelled.

All refund requests will be tabled at the Training Operations Meeting.

2. Procedure – Non VET FEE-HELP scheme

2.1 All refund requests are to be signed off by the Business Manager and applications processed within Fourteen (14) days of the application being received.

2.2 Refund request are to be entered into the Refunds Register. Records of Refunds requested will be stored in the Refunds Request file.

2.3 Refunds due to non delivery of course by RTO

Tuition fees to be refunded in full if:
- The course does not start at the agreed starting date
- The course stops being provided after it starts and before it is completed

Refunds under the above conditions will be paid in full to the student within 14 days.

The RTO may arrange for another course, or part of a course, to be provided to students at no (extra) cost to the student as an alternative to refunding course money. Where the student agrees to this arrangement, the RTO will not be liable to refund the money owed for the original enrolment.

2.4 Refunds due to closure of the RTO

The RTO undertakes to pay the student the total of any up-front payments already paid by the student for any units of study the student has commenced but not completed because the course ceased to be offered.

2.5 Refunds based upon student application

All applications for refund must be made in writing by way of the Application for Refund
Please note where the student breaches Ascet Tech’s Policies and Procedures no refund is payable.

- Applications for refunds must be received within 21 days of cancellation
- Online learning is deemed to have commenced once the student has been issued a username and logon and these have been used to access online material.
- Applications for refunds are to be processed by the Business Manager within 14 days from the date of application.
- The assessment of refund applications shall be granted as indicated below:

<table>
<thead>
<tr>
<th>Outline of Refunds</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Withdrawal more than 7 days prior to agreed course start date (All class/work/online and distance based Training Plans)</td>
<td>Full refund</td>
</tr>
<tr>
<td>Withdrawal less than 7 days prior to agreed course start date (Class/ Online/Distance based Training Plans Only)</td>
<td>No Refund</td>
</tr>
<tr>
<td>Withdrawal more than 14 days prior to the agreed Worksite Visit (Workplace based Training Plans Only)</td>
<td>Refund of next Visit Fee where this fee has been paid in advance and/or cancellation of progressive payments agreement for subsequent training periods.</td>
</tr>
<tr>
<td>Course withdrawn by RTO</td>
<td>Full refund</td>
</tr>
<tr>
<td>The RTO is unable to provide the course for which the original enrolment and payment has been made</td>
<td>Full refund</td>
</tr>
<tr>
<td>The student has special circumstances for withdrawing (attach details of circumstances requiring consideration)</td>
<td>If a refund is granted, whether full/partial is at the entire discretion of the college.</td>
</tr>
<tr>
<td>Closure of the RTO</td>
<td>Full refund of the total of any up-front payments already paid by the student for any units of study the student has commenced but not completed.</td>
</tr>
</tbody>
</table>

- Students may have extenuating circumstances that prevent them from attending scheduled course dates that may include but are not limited to illness, family or personal matters, or other reasons that are out of the ordinary. Where evidence can be successfully provided to support the student’s circumstances, course fees may either be transferred to the next available course where applicable, or a refund of unused course fees will be issued. This decision of assessing the extenuating circumstances rests with the Training Operations Manager and shall be assessed on a case by case situation.

2.6 Appealing Refund decisions

- All students have the right to appeal a refund decision made by the RTO. Student wishing to access the Complaints and Appeals Procedure from the RTO should contact the Student Administration office.
- This policy and the availability of complaints and appeals processes, does not remove your right to take action under Australia’s consumer protection laws.
- The RTO’s dispute resolution processes do not remove the student’s right to pursue other legal remedies where they feel necessary.

3. Procedure – VET FEE-HELP Scheme Students
3.1 This applies to all students who are entitled to VET FEE-HELP assistance, even if they choose not to access it.

- To be entitled to VET FEE-HELP assistance a person must be an Australian citizen or the holder of a permanent humanitarian visa who will be resident in Australia for the duration of their VET units of study.

3.2 Ascet Tech will repay to a student who is, or would be, entitled to VET FEE-HELP assistance any VET Tuition fees that he or she may have paid for a VET Unit of Study if the student withdraws from that unit on or before the relevant census date.

3.3 This does not apply where VET Tuition assurance arrangements have been activated and the student has elected the VET course assurance option for that unit.

3.4 Where a student withdraws from a VET unit of study after the relevant census date, any refund of VET tuition fees is at the discretion of Ascet Tech.

3.5 All refunds should be completed by reference to the VET FEE-HELP Student Review Requirements and Re-Crediting a FEE Help Balance Policy and Procedure.

4. Further information

- If fees have been paid by a third party then refunds will be payable to that third party.
- Any information that you provide to RTO or that the RTO collects about you (including payments and refunds) can be given to authorised State and Commonwealth Agencies.

5. Publication

This Refund Policy and Procedure will be made available to students through publication on the Ascet Tech website www.ascet.edu.au and the Student Information Handbook, and the Enrolment Form.
Appendix A - Application for Refund –Non VET FEE- HELP

Date: __________________________________________

Type of course: Class Based / Online/ Workplace Based (Circle one)

Course: __________________________________________

Full Name: __________________________________________

Address: ____________________________________________________________________________

Enrolment Date: _______________________________________________________________________

Course Start Date: ______________________________________________________________________

I wish to apply for a refund for my tuition fees paid for course described above and my reasons for applying for a refund are:

<table>
<thead>
<tr>
<th>Please Tick Box</th>
<th>Refund Reason</th>
<th>Type of refund</th>
</tr>
</thead>
<tbody>
<tr>
<td>☐</td>
<td>Withdrawal more than 7 days prior to agreed course start date (All class/ work/ online and distance based Training Plans)</td>
<td>Full refund</td>
</tr>
<tr>
<td>☐</td>
<td>Withdrawal less than 7 days prior to agreed course start date (Class/ Online/ Distance based Training Plans Only)</td>
<td>No Refund</td>
</tr>
<tr>
<td>☐</td>
<td>Withdrawal more than 14 days prior to the agreed Worksite Visit (Workplace based Training Plans Only)</td>
<td>Refund of next Visit Fee where this fee has been paid in advance and/or cancellation of progressive payments agreement for subsequent training periods.</td>
</tr>
<tr>
<td>☐</td>
<td>Course withdrawn by RTO</td>
<td>Full refund</td>
</tr>
<tr>
<td>☐</td>
<td>The RTO is unable to provide the course for which the original enrolment and payment has been made</td>
<td>Full refund</td>
</tr>
<tr>
<td>☐</td>
<td>The student has special circumstances for withdrawing (attach details of circumstances requiring consideration)</td>
<td>If a refund is granted, whether full/partial is at the entire discretion of the college.</td>
</tr>
<tr>
<td>☐</td>
<td>Closure of the RTO</td>
<td>Full refund of the total of any up-front payments already paid by the student for any units of study the student has commenced but not completed.</td>
</tr>
</tbody>
</table>

*Please note where the student breaches Ascet Tech Policies and Procedures as described in the Student Information handbook- no refund is payable.

Student (or Employer) Signature: ____________________________ Date: ______

Office use
Approved Yes/No Circle Correct

Refund Reference: ____________________________ Date: ______

Business Manager Signature: ____________________________