

| POLICY: | REFUNDS (Refund Statement |
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| ASQA Standards 2025 Ref | Compliance Standards for NVR Registered Training Organisations and Fit and Proper Person Requirements) Instrument 2025 Relevant ASQA Practice Guides <ul style="list-style-type: none"> • Practice Guide – Information and transparency • Practice Guide – Information • Practice Guide – Feedback, complaints and appeals |
| Purpose | This Policy and Procedure sets out how AACI assesses, approves, declines and pays refunds in a way that is fair, transparent, consistent and documented. It is designed to ensure: <ul style="list-style-type: none"> • students and prospective students are informed of refund conditions before enrolment • refund requests are assessed consistently • AACI keeps clear records of refund decisions • students are advised of the outcome and appeal pathway. |
| Scope | This Policy and Procedure applies to: <ul style="list-style-type: none"> • prospective students • enrolled students • students who withdraw, transfer, are not accepted, or whose enrolment ends early • AACI staff involved in enrolment, fee administration, refund decision-making and complaints handling. |
| Policy Statement | AACI will assess refund matters in accordance with its published fee, enrolment and student-information arrangements and will apply refund rules consistently and fairly. AACI will ensure that: <ul style="list-style-type: none"> • refund conditions are disclosed before enrolment or payment commitment • refund requests are assessed on documented grounds • approved refunds are paid within the stated timeframe students are informed in writing of refund decisions and appeal rights. |
| Principles | AACI will ensure that: <ol style="list-style-type: none"> 1. refund information is clear, accurate and available before enrolment 2. refund decisions are documented and reasoned 3. refund categories and administrative fees are applied consistently 4. unsuccessful applicants are not treated as enrolled students for refund purposes 5. students may access AACI’s complaints and appeals process if dissatisfied with a refund decision. |
| Policy Requirements | 1. Pre-enrolment disclosure AACI will provide prospective students with clear information about: <ul style="list-style-type: none"> • course fees • payment terms • refund conditions • withdrawal implications • any relevant administrative charges, before enrolment or payment commitment occurs. (asqa.gov.au) 2. Refund categories AACI may assess refunds in categories including: <ul style="list-style-type: none"> • unsuccessful enrolment or non-acceptance • student-initiated withdrawal before commencement • student-initiated withdrawal after commencement • approved transfer or variation • AACI cancellation, non-delivery or services not provided |

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| | <ul style="list-style-type: none"> • other exceptional circumstances. <p>3. Unsuccessful applicants Where a prospective student has paid tuition money but is not accepted into the course, AACI will provide a full refund of unrequested tuition fees paid for that unsuccessful application.</p> <p>4. Student-initiated withdrawal Where a student withdraws, AACI will assess refund entitlement according to:</p> <ul style="list-style-type: none"> • the timing of the withdrawal • whether the course has commenced • any published administrative or withdrawal fee • any compassionate, compelling or approved exceptional circumstances • any other written agreement between AACI and the student. <p>5. Services not provided Where AACI fails to provide the agreed services, or the arrangement ends early for reasons attributable to AACI, the student’s entitlement to a refund for services not provided will be assessed fairly and in accordance with AACI’s consumer-information commitments.</p> <p>6. Written application Refund requests must be submitted in writing to AACI, with sufficient information to explain:</p> <ul style="list-style-type: none"> • the reason for the request • the amount sought • any supporting evidence. <p>7. Written decision and timeframe AACI will notify the student in writing of the refund decision, including reasons. Approved refunds will be paid within the timeframe stated in AACI’s current refund arrangements.</p> <p>8. Appeals A student who is dissatisfied with a refund decision may appeal under AACI’s Complaints and Appeals Policy and Procedure</p> |
| Refund Terms | <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 (\$1,500 administration fee applies regardless – all Course Fees are comprised of 50% administration fees and 50% tuition fees)) • 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 list of Course Fee Schedule and detailed on our website. |

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| | <p>(Fees, charges and refunds are quoted in Australian dollars and are subject to change without notice)</p> <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 \$1,500 (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 |
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| <p>Action/Method</p> | <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> |
| <p>Related Documents and Policies and Procedures</p> | <p>ASQA Standards released in 2025</p> <p>ASQA 2015 Standards for RTOS</p> <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> <p>Fees Schedules</p> |
| | <p>Monitoring and review</p> <p>AACI will review this Policy and Procedure at least annually and earlier where required by:</p> <ul style="list-style-type: none"> • legislative or ASQA guidance changes • refund complaint trends • repeated refund disputes • fee-communication issues • internal audit findings • continuous improvement actions. |

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 September 2026

| Version | Date | Details |
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| 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 |
| 5.0 | 1 September 2024 | Updates – Reference to ASQA 2025 Standards |
| 6.0 | 1 September 2025 | Formatting – Major updates due to ASQA 2025 Standards <ul style="list-style-type: none"> • Compliance Standards for NVR Registered Training Organisations and Fit and Proper Person Requirements) Instrument 2025 (Federal Register of Legislation) • ASQA Practice Guide – Information and transparency (asqa.gov.au) • ASQA Practice Guide – Information (asqa.gov.au) ASQA Practice Guide – Feedback, complaints and appeals (asqa.gov.au) Minor Changes |