



**Australian Institute  
of Education and Training**

## **REFUND POLICY AND PROCEDURE**

### **POLICY**

The Australian Institute of Education and Training (AIET) RTO Number 121314 maintains a Refund Policy which is fair and equitable for all parties.

### **STANDARDS FOR RTO'S 2015 ADDRESSED BY THIS POLICY (CLAUSES 5.3)**

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:

a) all relevant fee information including:

- i) fees that must be paid to the RTO
- ii) payment terms and conditions including deposits and refunds.

b) the learner's rights as a consumer, including but not limited to any statutory cooling-off period, if one applies

c) the learner's right to obtain a refund for services not provided by the RTO in the event the:

- i) arrangement is terminated early
- ii) the RTO fails to provide the agreed services.

## PROCEDURE

**All Applications for Refunds and Student Withdrawals must be made in writing to AIET.**

**A Refund Application Form and Student Withdrawal Form can be located on the website in the Refund Policy at [www.aiet.edu.au](http://www.aiet.edu.au)**

**As an Auspice Thirds Party Arrangement between AIET and Secondary Schools, AIET directly charges Secondary Schools for all VET in Schools training programs for each Student. Therefore, a Student, will never receive a request for payment for a course from AIET.**

**AIET charges the Secondary School \$200 for Student enrolment fees. This includes the Auspice fee and Workbook fee) and does not collect fees in advance.**

**Secondary Schools may request a Refund for any fees paid on a Students behalf if the contract with the Secondary School is terminated early, or AIET does not provide the agreed services. AIET gives a guarantee, that with the exception of unforeseen circumstances beyond their control, every effort will be made to deliver training and assessment services and meet desired qualification outcomes as agreed.**

**Where cancellation has occurred prior to the commencement of a course due to organisational or external constraints that are no fault of the Student, all monies paid by the Secondary School on behalf of the Student will be fully refunded.**

### **AIET Provider Default:**

If AIET cancels the course at any stage during the period of enrolment (prior to the beginning of the course commencement), a refund will be provided based on the following:

- A full Refund of all fees paid to that date prior to the commencement of the course. Students may also choose to be placed in a course at a later date with these fees being fully transferable.

### **Student Initiated Withdrawal:**

AIET Refund Policy is subject to the following conditions:

- Students who Withdraw after the 30<sup>th</sup> April in the Auspice Contract year will be invoiced through the Secondary School for the full yearly Auspicing Fee, plus Workbook Fees.

- If a Student withdraws from a course prior to the start of the course, the Secondary School is entitled to a Refund of all course fees already paid less any costs incurred by AIET up to the date of withdrawal (such as learning and assessment workbook resources if already sent). No further invoices will be sent for fees for students who have withdrawn other than to recover costs already incurred.

**In all other circumstances AIET will:**

- Ensure that students receive a refund of fees for services not provided, including services not provided as a result of financial failure of AIET ;
- Ensure that the Refund Policy is fair and equitable to the circumstances in which it may apply;

**APPLYING FOR A REFUND**

**All Applications for Refunds and Student Withdrawals must be made in writing to AIET using the Forms below in the Policy.**

- **A Refund Application Form and Student Withdrawal Form can be located on the website at [www.aiet.edu.au](http://www.aiet.edu.au)**
- The application for a Refund must include a reason plus a contact name and telephone number to enable AIET to validate the application.
- A Student should apply for a Refund as soon as possible after notice of Withdrawal is submitted (if eligible)
- All Refunds will be paid as soon as possible and no later than five (5) working days from an approved Withdrawal notification (if eligible)
- The Secondary School will be advised by e-mail of the result for a request for a Refund once it has been considered by AIET's CEO.

## Student Refund Form

### Instructions to the Student

- (1) Complete this Refund Form and give it to your Secondary School VET Coordinator.
- (2) Your VET Coordinator will be notified in writing via email of the outcome of your request for a Refund.

First Name:		Last Name:	
Secondary School Name:			
Qualification Name:			
<b>Tick ONE of the following:</b>			
<input type="checkbox"/> The course has not started <input type="checkbox"/> The course has started			
<b>Please provide a reason for your withdrawal if you believe that there are extenuating circumstances for your withdrawal and you wish to be considered for a refund after the course has started.</b>			

**Note: You may be asked to provide evidence for extenuating circumstances in the event that a refund is being considered.**

**I (the Student) declare that the information provided on this Refund Form is true and correct.**

<b>Student Signature:</b>	
<b>VET Coordinator Signature:</b>	
<b>Date:</b>	

## Student Withdrawal Form

To be completed by the Secondary School VET Coordinator.

<b>PLEASE LIST STUDENTS WITHDRAWING FROM A VET COURSE</b>			
<b>SECONDARY SCHOOL NAME</b>	<b>LAST NAME</b>	<b>FIRST NAME</b>	<b>QUALIFICATION</b>