

61. AOT Refund and Withdrawal Policy

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Related Legislation & Guidelines	Standards for Registered Training Organisations (RTOs) 2015		
Scope	Course Type	All	
Version Updates	Version 1	Implemented	2013
	Version 2	Updated	2014
	Version 3	Updates to formatting and document code	25/05/2016
<p>Communication:</p> <p>AOT's policies, procedures and guidelines are saved in a central file location accessible by all relevant staff. Updates are communicated to staff through our knowledge management system. Updates are communicated to students via announcements in our Learning Management System.</p>			

1. Purpose

AOT is committed to providing quality training and assessment in accordance with the Standards for Registered Training Organisations (RTOs) 2015. As such, AOT is required to have and provide detail of a fair and reasonable refund process.

The purpose of this policy is to provide for the appropriate handling of student refunds.

AOT is committed to ensuring fair and reasonable refund practices.

AOT will:

- i. Implement and maintain a process for fair and reasonable refund of fees paid; and
- ii. Provide refunds for fees and charges paid by individuals / clients, where training and assessment activities have not been delivered.

2. Policy

AOT fee for service students are provided with a fourteen (14) day orientation period to experience the online learning environment. Students may cancel within the orientation period of fourteen days provided they have not accessed more than four units of the course;

- I. Eligible cancellations, for students enrolled in a Nationally Recognised Course of 8 units or more, received during the orientation period will receive a full refund of course fees paid,
- II. A cancellation fee of \$150.00 will be withheld to cover administration costs.
- III. Payment of all refunds is made within one week (seven days) of application for refund.

2.1 Withdrawal by Student

2.1.1 If a candidate withdraws from a course before the commencement of the course, full refund of the fees will be made, however a cancellation fee of \$150 will be withheld to cover administration costs.

2.1.2 Withdrawing students who have commenced their course, and passed the orientation period, will not be entitled to a refund.

- 2.1.3** Statement of Attainment/s will only be issued for any units that have been satisfactorily completed and paid for.
- 2.1.4** Deferred payments are not entitled to a Statement of Attainment unless the amount is equivalent or more than the calculated unit price.

2.2 AOT Cancellation

- 2.2.1** Should AOT cancel a course for any reason, students enrolled at the time AOT announces the cancellation will be entitled to a full refund, and this will incur no administrative charges or penalties.
- 2.2.2** In the first instance AOT will (where possible) provide an opportunity for the student to attend the course at a newly scheduled time.

2.3 Withdrawal due to illness or hardship

In the case of a student who withdrawal from a course or program due to illness or extreme hardship, AOT may, at its discretion, allow a refund of fees. The following conditions apply:

- 2.3.1** The person concerned must produce satisfactory evidence of the circumstances of his/her withdrawal, such as medical certificates;
- 2.3.2** A cancellation fee of 25% of full course fees will be withheld;
- 2.3.3** Fees for any successfully completed units of competency will be withheld to enable a Statement of Attainment to be issued;
- 2.3.4** Withdrawal must take place prior to the expiration of the course.

3 Related Forms and Documents

AOT's Document Register outlines all the forms and documents that relate to this policy. The Document Register is saved within a central file location and is accessible by all relevant staff.

4 Quality and Continuous Improvement

All policies, procedures and processes are reviewed on an annual basis. This policy will be formally reviewed on the date set out in the version control table at the beginning of this document.



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AOT reserves the right to review and update policies, procedures and processes at any time outside of the formal review cycle, as required by:

- a) changes in regulatory, statutory, or contractual obligations,
- b) results of internal quality assurance processes,
- c) feedback received from staff.

Any recommendations to improve this document must be submitted to ceo@aot.edu.au.