

61. AOT Refund and Withdrawal Policy

Policy Name:	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
	Version 4	Update withdrawal policy	12/02/2018
	Version 5	Minor updates to wording	17/08/2018
	Version 6	Updated agreed commencement date	01/03/2019
<p>Communication:</p> <p>AOT's policies, procedures and guidelines are saved in PolicyDoc (cloud based document management system) which is 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, for eligible course withdrawal/cancellation.

2. Policy

2.1 Eligible cancellation during orientation period

AOT fee for service students are provided with a fourteen (14) day orientation period to experience the online learning environment. Refer to AOT Admissions and Enrolment Policy document. The following conditions apply to Students cancelling within the orientation period:

- I. Eligible cancellation requests, for students enrolled in nationally recognised qualifications or training, received during the orientation period will receive a refund of course fees paid;
- II. A cancellation fee of \$150.00 or 20% of the total course price whichever is less, will be withheld to cover administration costs;
- III. A Statement of Attainment for any completed units will only be issued if fees are withheld at the individual unit price; and
- IV. Payment of all refunds is made within one week (seven days) of application for refund.

2.2 Withdrawal by Student

2.2.1 Applicants must finalise the entire AOT enrolment process within 30 days of making their full/initial course payment. If all forms and required documents are not received by AOT

within the 30 days, AOT may cancel the enrolment and close the application. In this case a full refund of the fees will be made, minus a cancellation fee of \$150 or 20% of the total course price, whichever is less, which will be withheld to cover administration costs.

- 2.2.2** If an applicant has completed the enrolment process and requests to withdraw prior to their course commencement date, a refund of the fees will be made, minus the cancellation fee of \$150 or 20% of the total course price whichever is less, which is withheld to cover administration costs.
- 2.2.3** Withdrawing students who have commenced their course, and passed the orientation period, will not be entitled to a refund.
- 2.2.4** Statement of Attainment/s will only be issued for any units that have been satisfactorily completed and paid for.
- 2.2.5** Deferred payment students are not entitled to a Statement of Attainment unless the amount paid 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; and
- 2.3.2** A cancellation fee of 25% of full course fees will be withheld; and
- 2.3.3** Fees for any successfully completed units of competency will be withheld to enable a Statement of Attainment to be issued; and

2.3.4 Withdrawal and refund request must take place within three (3) months of the course commencement date; and

2.3.5 If a refund has been issued a Statement of Attainment will NOT be granted for any units

Refer to AOT Admissions and Enrolment Policy document and AOT Student Handbook

2.4 Course cancellation due to USI not verified

In the case of a student not supplying their USI or if their USI provided cannot be verified, AOT may take the measure of cancelling the student enrolment. This may only occur if the student has not responded to multiple phone calls, voice messages and emails from AOT regarding the submission of their USI. Students that have commenced their course, and passed the orientation period, will not be entitled to a refund.

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 PolicyDoc 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.

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.