

Document Details	
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## 1. Policy

This policy provides information to existing and prospective students on the ability to apply for a refund of tuition fees paid.

All refund information is made available to students through the enrolment process and a declaration that the Refund Policy has been accessed and read; and is included on the 'Student induction checklist' which the student signs prior to acceptance into a course of study with AETS.

The following procedure ensures all students are treated fairly, efficiently and with integrity when applying for refunds.

## 2. Procedure

The student must complete an 'Application for Refund / Request to Stop Payment Plans' form for a refund. This form can be accessed on our website at [www.aets.edu.au](http://www.aets.edu.au) (under Refund Policy); or by asking a staff member to download from our intranet system- Cruse and submitted to [info@aets.edu.au](mailto:info@aets.edu.au); or by post to our Head office; or handing in person to reception at any of our branches listed in the student handbook.

All refunds applications shall be accompanied by:

- Completed AETS Withdrawal form (access it from website/ student handbook)
- Proof of extenuating circumstances, if applicable

The request will be processed within fourteen (14) working days of the application being received by AETS and are to be signed off by the General Manager.

Details of refunds will be maintained in the student's file.

The refund will be paid in Australian dollars to the student

**Note:** Once Materials (textbooks or resources) are handed to a student they are the property of the student and considered second-hand, and therefore no refund will be given.

Outline of Refunds			
<b>AETS withdraws or unable to deliver the course</b>	<ul style="list-style-type: none"> <li>• Full refund on tuition fees paid and materials (if materials are charged and not yet handed to student)</li> <li>• AETS may arrange for alternate course at no (extra) cost to the student as an alternative to refunding course money. If the student agrees to this arrangement, AETS will not be liable to refund the money owed for the original enrolment. The student must sign a new agreement to indicate they have accepted it.</li> </ul>		
<b>Withdrawal on or before agreed commencement date</b>	<p>If the student is unable to commence their course at all, a completed Withdrawal form must be received by AETS <i>48 hours prior to scheduled commencement date</i> via email (<a href="mailto:info@aets.edu.au">info@aets.edu.au</a>) or post to our Head office.</p> <p>Full refund on tuition fees paid and materials (if materials are charged and not yet handed to student) within 14 days</p>		
<b>Student withdraws after commencement - paid in advance</b>	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="background-color: #4F81BD; color: white;"><u>Short Courses (1-2 days)</u></td> <td>No Refund on tuition fees paid and materials (if materials are charged)</td> </tr> </table>	<u>Short Courses (1-2 days)</u>	No Refund on tuition fees paid and materials (if materials are charged)
	<u>Short Courses (1-2 days)</u>	No Refund on tuition fees paid and materials (if materials are charged)	
	<p><u>All Certificate level qualifications</u></p> <p>Refunds must be accompanied by a Course Withdrawal Form; and must be requested within 72 hours of course withdrawal (last date of attendance).</p>		
	Within 2 weeks of commencement	Full refund (no refund for materials if paid)	
	Between 3-4 weeks from commencement date	50% of tuition refunded (no refund for materials if paid)	
More than 4 weeks after commencement date	No refund (no refund for materials if paid)		
<b>Student withdraws after commencement - payment plans</b>	<p><u>All Certificate level qualifications</u></p> <p>Refunds must be accompanied by a Course Withdrawal Form; and must be requested within 72 hours of course withdrawal (last date of attendance) to ensure that all future direct debits or credit card authorisations are halted</p>		
	Within 2 weeks of commencement	All payment plans will stop	
	Between 3-4 weeks from commencement date	Payment plans will continue for 50% of the Tuition price	
	More than 4 weeks after commencement date	Payment plans will continue for full amount of the tuition and materials fees (less deposit paid if applicable)	
<b>Extenuating Circumstances</b>	The decision of assessing the extenuating circumstances rests with the General Manager and shall be assessed on a case-by-case basis.		

### ***Appealing Refund decisions***

- All students have the right to appeal a refund decision made by AETS. Students can access the Complaints and Appeals Procedure on our website at [www.aets.edu.au](http://www.aets.edu.au) under Complaints and Appeals Policy.
  
- This policy does not remove your right to take action under:
  - Australia's consumer protection laws or
  - Right to pursue other legal remedies where they feel necessary

**Note:** This policy can be used in conjunction with the below form:

- AETS Request for Refund / Application to Stop Payment Plans

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### **4. Ownership**

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AETS Pty Ltd is nominated as the Owner of this policy.

### **5. Disclaimer**

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This Policy and Procedure document is designed to assist employees of AETS in performing their duties and responsibilities, and otherwise to set out general information in relation to certain subjects.

This Policy and Procedure does not form part of an employee's terms and conditions of employment with AETS, and is not intended to give rise to contractual rights and obligations, unless expressly stated otherwise.

To the extent that this Policy and Procedure document requires an employee of AETS to do, or refrain from doing something, it constitutes a direction from AETS to the employee, with which the employee must comply. Non-compliance may lead to disciplinary action up to, and including termination of employment.

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