

POLICY NAME:	Course Refunds
Date written:	1 July 2003
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Reviewed:	21/12/04 RS; 22/02/05 RS & JT; 30/08/05 RK; 17/05/06 RK; 06/09/06 RK, 09/01/2013 TW, 20/02/2018 TW 20/01/2021 TW 23/06/2021

Purpose:

To ensure that all staff are aware of the AIRC policy relating to the cancellation of studies, refund of monies and students are aware (as written in the AIRC Student Handbook) of such policy.

Policy:

Students may or may not be eligible for refunds depending on reason for cancellation.

Procedure:***Fee-for-Service***

1. If cancellation occurs anytime prior to the course commencement date, a refund of monies paid minus enrolment fee will be made. (In the instance where course materials have been issued prior to course commencement date, these must be returned in an unmarked condition for refund to be initiated.)
2. If cancellation occurs after course commencement, no refund will be made. A refund may only occur in the following circumstances:
 - Health reasons no longer able to continue (medical certificate required)
 - Other extenuating circumstances pertaining to immediate family/loss of job. Request must be formally submitted with appropriate evidence (written application) by the student or veterinary practice of employment. Submission request will be reviewed by AIRC Management who will notify you of the result within 2 weeks.
3. If student cancels from a course and is not eligible for a refund, their Ezy pay payments will continue until such time as being paid in full as per the relevant payment form.
4. When a student transfers to another course being conducted by AIRC Training, the fees may be applied toward the fee payable on the new course.
5. Any amount of fees kept in credit (for services not yet used), will only be available for use by the student or the nominated person for a period of up to 12 months. After this time, the funds will be considered void.
6. A refund may be approved when learning materials are returned in an unmarked condition within 4 weeks of course commencement date. Once AIRC receive your returned materials, they will review your application and notify you of the result. Any refunds or credits will have a \$250 enrolment fee and \$175 administration fee deducted prior to refund.

7. No refunds will be made on fees paid for texts/resource books.
8. Refunds are not available on the purchase price of the RPL kit.
9. Turnaround time for refunds will be 6 weeks.

User Choice Traineeships and Higher Level Skills

1. As per the relevant state User Choice Contract and Higher Level Skills Program, the SRTO will only retain the current value figure per nominal training delivered to the trainee and will refund the balance.

Once refund amount is ascertained, student admin file is to be given to Accounts Department for monies to be refunded.