

AIRC REFUND POLICY

| | |
|-------------------------|----------------|
| Date written: | 1/7/2025 |
| Written by: | Tracy Woodland |
| Authorised by: | Tracy Woodland |
| Reviewed; | 21/05/2026 |
| Version control: | V2.1 |

Purpose:

The purpose of this Refund Policy is to outline the circumstances under which students may be eligible for a refund, the process for requesting a refund, and the timelines and conditions involved.

Policy:

Provet Pty Ltd T/A Animal Industries Resource Centre is committed to ensuring fair and transparent management of student fees and refunds. Refunds will be administered in accordance with applicable legislation and internal procedures. Students are encouraged to read all fee and refund information carefully before enrolment. This policy ensures consistent application of refund decisions and promotes accountability and equity in financial matters relating to course enrolment

Policy Statement:

All fees and refund-related information are made available before enrolment to support informed student decision-making.

- Refunds apply only to payments made directly to Provet Pty Ltd T/A Animal Industries Resource Centre by the student or a third party.
- Certain fees are non-refundable as outlined in this policy.
- Refunds may be granted outside of standard conditions in exceptional or compassionate circumstances.
- Disputes regarding refund outcomes can be addressed through the Complaints and Appeals process.

Procedure:

1. AIRC ensures that refund information is clearly provided to students on the provetlearning.com.au website.
2. Refund information is made available within the student handbook that is provided at pre-enrolment enquiry time and also available on the provetlearning.com.au website.
3. The information is provided in table formats to provide clarity to prospective and current students based on their enrolment type (e.g. Fee for Service (non-funded), traineeship (Funded) as per the tables below.
4. All documents containing refund information are maintained and reviewed on a regular basis to ensure accurate and current information is always available to prospective and current students.

■ Refund Eligibility Table for Fee for Service Students

| Situation | Refund Available? | Conditions |
|--|-------------------|--|
| Fee for Service Student withdraws prior to course commencement | ✓ Partial refund | Less \$375 non-refundable admin/enrolment fee |
| Fee for Service Student withdraws after course commencement | ✗ No refund | Unless compassionate or compelling circumstances apply |
| Fee for Service Student unable to commence due to visa refusal | ✓ Full refund | Proof of visa refusal required |
| RPL (Recognition of Prior Learning) applications | ✗ Non-refundable | Assessment starts upon payment |

■ Refund Eligibility Table for Tasmanian Government Funded Students:

| Situation | Refund Available? | Conditions |
|--|-------------------|---|
| Tasmanian Government funded trainees program withdrawal prior to course commencement | ✓ Partial refund | Less \$350 non-refundable admin/enrolment fee |
| Tasmanian Government funded trainees program withdrawal after course commencement | ✗ No refund | Student or 3rd Party pay a one-off fee at enrolment |

■ Refund Eligibility Table for Queensland Government Funded Students:

| Situation | Refund Available? | Conditions |
|---|-------------------|--|
| Queensland Government funded program: withdrawal prior to unit commencement | ✓ Full refund | Full refund for units paid for but not yet started |
| Queensland Government funded program: withdrawal after unit commencement | ✓ Prorated refund | Partial refund for units commenced* |

■ Conditions for partial refunds*

- The student has commenced the unit but does not complete it.
- The unit must be funded under the Queensland SAS contract.
- The amount refunded will be proportional to the unused portion of the unit.
- The refund is subject to funding body guidelines and evidence of non-completion.

■ Employer paying

- In the event that an employer is paying the course fees on behalf of the student the same conditions within this policy applies.
- To safeguard their interests, employers are encouraged to have a separate education or training agreement in place with the employee to address repayment obligations should the student cancel or withdraw from the course.

Responsibilities

- **Operations and Compliance Supervisor:**
 - Ensure partial refund calculations comply with the SAS agreement.
 - Verify unit commencement dates, progress, and funding allocations.
 - Ensure proper documentation and student communication.
- **Trainers and Assessors:**
 - Accurately record unit commencement and student progress in aXcelerate.
 - Notify administration if a student withdraws part-way through a unit.
- **Administration Staff:**
 - Calculate prorated refunds based on unit completion status and SAS rules.
 - Maintain clear refund logs and funding audit trails.

Related Policies and Documents

- Compliance Requirements Policy 2025 (Standard 2.1)
- Outcome Standards Policy Guidance
- Queensland SAS Agreement
- Skills Tasmania User Choice Policy
- Data Privacy and Cybersecurity Policy (internal)
- Record Disposal Procedure (internal)
- Complaints and Appeals Policy
- Cancellation Policy