

Document Details	
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Version History			
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2.0	28/9/2016	Document updated for rebranding	Cheryl Crispo

1 Scope

This Policy applies to both PeoplePlus Education (TOID 4011) and Australian Employment and Training Solutions (AETS) (TOID 21912) including all PeoplePlus staff; students and prospective students, member of the public.

From herein, both Training Organisations will be referred to as “PeoplePlus”.

2 Policy

This policy provides all staff, current and prospective student’s information on the ability to apply for a refund of tuition fees in certain circumstances.

The following procedures ensure all students are treated fairly and with integrity when applying for refunds. All refunds applications are to be submitted to Student Administration and the following procedures followed in assessing the application.

All refund information is made available to students through the enrolment process and a declaration that the Refund Policy has been accessed and read, is included on the ‘Enrolment Form’ which the student signs prior to acceptance into a course of study with PeoplePlus.

3 Procedure

All refunds are to be signed off by the General Manager and applications processed within Fourteen (14) days of the application being placed.

Refunds due to non delivery of course by RTO

Tuition fees to be refunded in full if:

- The course does not start of the agreed starting date
- The course stops being provided by AETS, after it starts and before it is completed

Refunds under the above conditions will be paid in full to the student within 14 days.

PeoplePlus may arrange for another course, or part of a course, to be provided to students at no (extra) cost to the student as an alternative to refunding course money. Where the student agrees to this arrangement, PeoplePlus will not be liable to refund the money owed for the original enrolment.

4 Refunds based upon student application

All applications for refund must be made in writing by way of the ‘**Application for Refund / Request to Stop Payment Plans**’ form and submitted to Student Administration at PeoplePlus (Ballarat).

Refunds for withdrawal of enrolment based on extenuating circumstances can be sought for a variety of reasons, including:

- Personal, medical or transportation issues impacting on ability to attend class

Your “*Application for Refund / Request to Stop Payment Plans*” Form will ask you to state why you are unable to continue attending class. The decision of assessing the extenuating circumstances rests with the General Manager and shall be assessed on a case by case situation.

5 Further information

Any information that you provide to the RTO or that the RTO collects about you (including payments and refunds) can be given to authorized State and Commonwealth Agencies.

Student fees are broken up into two components:

- Tuition Fees
- Materials Fees (books, textbooks, resources, folders etc).

6 Course Not Commenced

If PeoplePlus is unable to commence a course, refunds will be given on both Tuition and Materials invoiced (and paid); as materials are not provided until the first day of the course and therefore still in the possession of PeoplePlus.

7 Non-Attendance

If you are unable to commence your course at all, withdrawal must be *48 hours prior to scheduled commencement date*; in writing (email, letter) and delivered to either info@aets.net.au or to Student Administration (Ballarat).

8 Course Commenced

The amount of tuition that will be refunded will depend on:

- Your contribution to the tuition fees (e.g. some clients only contribute a small portion of tuition as they are enrolled under the Department of Employment Job Seeker Referral Process).
- The percentage of the course content that has been delivered on the date you withdraw
- The notice period of withdrawal
- If fees have been paid by a third party then refunds will be payable to that third party.

Note: Refunds will be given on Tuition only (as per the sliding scale below). Once Materials (textbooks or resources) are handed to a student they are the property of the student and considered second-hand, and therefore cannot be returned or refunded.

Refunds must be accompanied by a Course Withdrawal Form; and the refund must be requested within 72 hours of course withdrawal (last date of attendance).

(Please Note: if you return to class at a later date and the resources have not changed, you may use the same resources and you will not be invoiced for resources again).

9 Payment Plans

If you are enrolled and attending a course and paying your fees by a Payment Plan, a Course Withdrawal Form and “*Application for Refund / Request to Stop Payment Plan*” form AETS0020F must be submitted within 72 hours of course withdrawal (last date of attendance) to ensure that all future direct debits or credit card authorisations are halted according to the sliding scale below.

Outline of Refunds		
Withdrawal prior to agreed start date	Full refund on tuition and materials (if materials not yet handed to student)	
Course withdrawn by RTO or course unable to be provided by the RTO.	Full refund on tuition and materials (if materials not yet handed to student)	
Student withdraws after commencement - paid in advance	Refund on tuition (not materials) based on the following:	
	1-2 day Short Courses	No Refund
	All Certificate level qualifications	
	Within 2 weeks of commencement	Full refund less \$ 250 deposit
	Between 3-4 weeks from commencement date	50% of tuition refunded less \$ 250 deposit
	More than 4 weeks after commencement date	No refund
Student withdraws after commencement - payment plans	All Certificate level qualifications	
	Within 2 weeks of commencement	All payment plans will stop, deposit of \$ 250 is not refundable
	Between 3-4 weeks from commencement date	Payment plans will continue for 50% of the Tuition price, deposit of \$ 250 is not refundable
	More than 4 weeks after commencement date	Payment plans will continue for full amount of the tuition and materials fees (less deposit paid)

Appealing Refund decisions

- All students have the right to appeal a refund decision made by the RTO. Student wishing to access the Complaints and Appeals Procedure from the RTO should contact Student Administration.
- This policy and the availability of complaints and appeals processes, does not remove your right to take action under Australia's consumer protection laws.
- The RTO's dispute resolution processes do not remove the student's right to pursue other legal remedies where they feel necessary.

Note: This policy can be used in conjunction with Policies and/or forms:

- Request for Refund / Application to Stop Payment Plans
- Complaints and Appeals