

| Document Details | |
|------------------|---------------------------|
| Title | Refund Policy |
| Division | Skills |
| Date for Review | December 2017 |
| Document Author | Rinks Kandra |
| Controlled | Uncontrolled when printed |

| Version History | | | |
|-----------------|------------|----------------------|-------------|
| Version No: | Date | Purpose of Change | Issued by |
| 1.0 | 27/03/2017 | Document established | Kate Stella |
| | | | |

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 PeoplePlus.

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.peopleplusaustralia.com.au (under Refund Policy); or by asking a staff member to download from our intranet system-Cruse and submitted to info@peopleplusaustralia.com.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 PeoplePlus 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 PeoplePlus 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

Fees paid by third parties are NOT refundable to the student but will be paid to the third party.

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 | | | | | | | | | | | |
|--|---|--|---|--|-----------------------------|--|--|---|---|--|---|
| PeoplePlus Education withdraws or unable to deliver the course | <ul style="list-style-type: none"> • Full refund on tuition fees paid and materials (if materials are charged and not yet handed to student) • PeoplePlus Education 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, PeoplePlus Education 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. | | | | | | | | | | |
| Withdrawal on or before agreed commencement date | If the student is unable to commence their course at all, a completed Withdrawal form must be received by PeoplePlus Education <i>48 hours prior to scheduled commencement date</i> via email (info@aets.edu.au) or post to our Head office. Full refund on tuition fees paid and materials (if materials are charged and not yet handed to student) within 14 days | | | | | | | | | | |
| Student withdraws after commencement - paid in advance | <table border="1" style="width: 100%;"> <tr> <td style="background-color: #c00000; 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> <tr> <td colspan="2"><u>All Certificate level qualifications</u> Refunds must be accompanied by a Course Withdrawal Form; and must be requested within 48 hours of course withdrawal (last date of attendance).</td> </tr> <tr> <td>Within 2 weeks of commencement</td> <td>Full refund (no refund for materials if paid)</td> </tr> <tr> <td>Between 3-4 weeks from commencement date</td> <td>50% of tuition refunded (no refund for materials if paid)</td> </tr> <tr> <td>More than 4 weeks after commencement date</td> <td>No refund (no refund for materials if paid)</td> </tr> </table> | <u>Short Courses (1-2 days)</u> | No Refund on tuition fees paid and materials (if materials are charged) | <u>All Certificate level qualifications</u> Refunds must be accompanied by a Course Withdrawal Form; and must be requested within 48 hours of course withdrawal (last date of attendance). | | 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) |
| | <u>Short Courses (1-2 days)</u> | No Refund on tuition fees paid and materials (if materials are charged) | | | | | | | | | |
| | <u>All Certificate level qualifications</u> Refunds must be accompanied by a Course Withdrawal Form; and must be requested within 48 hours of course withdrawal (last date of attendance). | | | | | | | | | | |
| | 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) | | | | | | | | | | |
| Student withdraws after commencement - payment plans | <table border="1" style="width: 100%;"> <tr> <td colspan="2"><u>All Certificate level qualifications</u> Refunds must be accompanied by a Course Withdrawal Form; and must be requested within 48 hours of course withdrawal (last date of attendance) to ensure that all future direct debits or credit card authorisations are halted</td> </tr> <tr> <td>Within 2 weeks of commencement</td> <td>All payment plans will stop</td> </tr> <tr> <td>Between 3-4 weeks from commencement date</td> <td>Payment plans will continue for 50% of the Tuition price</td> </tr> <tr> <td>More than 4 weeks after commencement date</td> <td>Payment plans will continue for full amount of the tuition and materials fees (less deposit paid if applicable)</td> </tr> <tr> <td colspan="2">For any continuing direct debit or credit card authorisations where the student closes their bank account or credit card, the balance outstanding will be referred to a debt collector</td> </tr> </table> | <u>All Certificate level qualifications</u> Refunds must be accompanied by a Course Withdrawal Form; and must be requested within 48 hours of course withdrawal (last date of attendance) to ensure that all future direct debits or credit card authorisations are halted | | 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) | For any continuing direct debit or credit card authorisations where the student closes their bank account or credit card, the balance outstanding will be referred to a debt collector | |
| | <u>All Certificate level qualifications</u> Refunds must be accompanied by a Course Withdrawal Form; and must be requested within 48 hours of course withdrawal (last date of attendance) to ensure that all future direct debits or credit card authorisations are halted | | | | | | | | | | |
| | 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) | | | | | | | | | |
| For any continuing direct debit or credit card authorisations where the student closes their bank account or credit card, the balance outstanding will be referred to a debt collector | | | | | | | | | | | |
| Extenuating Circumstances | 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 PeoplePlus. Students can access the Complaints and Appeals Procedure on our website at www.peopleplusaustralia.com.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:

PeoplePlus Request for Refund / Application to Stop Payment Plans

3. Copyright notice

This work is copyright. Apart from any use permitted under the Copyright Act 1968, no part may be reproduced by any process, nor may any other exclusive right be exercised, without the permission of PeoplePlus Pty Ltd, Level 6, 22 William Street Melbourne, 2016.

4. Ownership

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

5. Disclaimer

This Policy and Procedure document is designed to assist employees of PeoplePlus 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 PeoplePlus, 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 PeoplePlus to do, or refrain from doing something, it constitutes a direction from PeoplePlus to the employee, with which the employee must comply. Non-compliance may lead to disciplinary action up to, and including termination of employment.

PeoplePlus may alter or withdraw this Policy from time to time, or choose not to apply any part or all of this procedure in a particular instance at its absolute discretion, unless expressly stated otherwise in this document, or in an underlying template document contained on or linked through this page. Because this policy and procedure document and any underlying policies and procedures may be changed by PeoplePlus from time to time, this site should always be accessed to ensure that the policy and procedure being accessed is the current version. Employees should not rely on printed documents without checking the current status of this Policy and Procedure via Cruse.