



# QA-POL-0028 – AIICT Withdrawal and Refund (Fee-for-Service) Policy

## 1. Purpose

This policy is provided on behalf of the RTO, Everthought College of Construction (ECOC), trading as Australian Institute of ICT (AIICT) as a commitment to providing quality training and assessment in accordance with the Standards for Registered Training Organisations 2015 (SRTOs). As such, AIICT is required to have and provide detail of a fair and reasonable withdrawal and refund policy.

The purpose of this policy is to provide the terms of the agreement made upon enrolment, whereby a student wished to withdraw early from their studies with AIICT.

This policy covers withdrawals and cancellations, as well as the arrangements for refunds.

## 2. Policy Statement

AIICT is committed to ensuring fair and reasonable withdrawal and refund practices.

This policy is applicable to individual student fees and charges associated with fee-for-service courses, regardless of if they are paid by the student or a third party on their behalf.

AIICT will:

- Implement and maintain a process for fair and reasonable withdrawal and refund of fees paid; and
- Provide refunds for course fees and charges paid by students / third parties, where training and assessment activities and/or products have not been delivered.
- Provide refunds for course fees and charges paid by students / third parties, where a student cannot pass the capability quiz (LLN) after two attempts.
- Not provide a refund for a fee-for-service course where training resources and materials have been provided or accessed by the client.
- Charge full stream fees where a student has received login details and accessed learning materials, attended, or completed the stream.
- Not refund Administration and Enrolment fees
- Pay all refunds within 10 business days of the date the application for withdrawal and refund is approved.

## 3. Definitions

- **Commencement:** Commencement of training is deemed to have occurred on the first day of a scheduled training program or once a User ID and/or Login details have been provided to a student in the case of online training
- **Notice of Withdrawal:** Notice of Withdrawal must be given in writing, via the withdrawal and refund application form.

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**Stream:** A stream is a prescribed set of specific units of competency. A stream refers to a group of units of competency from within an accredited training package with its own start and expected end date.

**Stream commencement date:** is the first day of the stream or when the learning resources have been issued to a student, whichever comes first.

**Unit of Competency:** Unit of competency is a discrete segment of a course with its own content and assessment criteria and training schedule. Units of competency may be grouped to create units of study to facilitate integrated or holistic training delivery and assessment.

### 4. Policy Principles

The following principles underpin this policy.

- a) Details of AIICT Withdrawal and Refund Policy are to be publicly available.
- b) Administration and Enrolment Fees are non-refundable.
- c) Payment of all refunds is made within 10 business days of the date that the application for a refund is approved.
- d) With regard to all withdrawals, AIICT will firstly encourage a client to enrol on another course date, prior to processing refund applications.
- e) Written notification of withdrawal from a training program must be, made via the lodgement of the [Withdrawal and Refund Application Form](#), by a student/client; before a refund will be considered.
- f) There is no refund applicable for a stream where the student/client has received Login details for that stream, whether they have accessed learning materials or not.
- g) Students applying for withdrawal will be liable to pay the full stream fees wherein they have received login details and accessed learning materials, attended, or completed the stream.
- h) There is no refund to participants who do not obtain their qualification after assessment.
- i) There is no refund for recognition of prior learning assessments after enrolment, where Recognition resources and services have been supplied to the client.
- j) AIICT does not accept liability for loss or damage suffered in the event of withdrawal from a course by a student/client.
- k) AIICT will provide a full refund of course fees to all students / third parties, should there be a need for AIICT to cancel a course. In the first instance AIICT will (where possible) provide an opportunity for the student to attend another scheduled course.
- l) Passing the capability quiz is a requirement for a student to be enrolled into an AIICT course. If a student cannot pass the capability quiz after 2 attempts, the student will not be enrolled and AIICT will provide a full refund of course fees will to the student.
- m) If AIICT cancels a course or the student cannot pass the capability quiz, students do not have to apply for a refund, AIICT will process the refunds automatically.
- n) Over payment of the any course enrolment fee will be refunded.

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### 4.1 Clustered Courses

Refunds for enrolments on nationally recognised qualifications and accredited courses are subject to the following refund formula.

Fee Type	Description	Refund
Enrolment fee	RTO administrative processes for processing of enrolment, reporting and other administrative actions related to cancellation	No refund
Stream – Commenced	For any stream where Login details have been provided or the course is commenced/attended/completed	No Refund
Stream– Not Commenced	For all clusters where Login details have <b>NOT</b> been provided or the course has <b>NOT</b> commenced/attended/completed	100% fee paid by the client is refunded

### 5. AIICT Responsibilities

The AIICT Training Manager is responsible for ensuring compliance with this policy.

### 6. Access & Equity

The AIICT Access & Equity Policy applies. (See [Access & Equity Policy](#))

### 7. Records Management

All documentation from Refund processes are maintained in accordance with Records Management Policy. (See [Records Management Policy](#))

### 8. Monitoring and Improvement

All Refund practices are monitored by the AIICT Training Manager and areas for improvement identified and acted upon.

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