



QA-POL-028 – 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 shared 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. This policy covers both nationally Accredited Qualifications and Short Course/Vendor Certified Program (non-accredited).

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 fees and charges paid by individuals / clients, where training and assessment activities and/or products have not been delivered.
- Not provide a refund for a fee-for-service course where training resources and materials have been provided or accessed by the client.
- Not provide a refund for a non-accredited short course if students withdraw 10 days or more after signing the Student Enrolment Agreement

3. Definitions

- **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** must be given in writing, via the withdrawal and refund application form.
- **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. Students that have an approved payment plan, will not be eligible for a refund once a stream has commenced.
- **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 clustered to create units of study to facilitate integrated or holistic training delivery and assessment.
- **Short Courses (non-accredited)** commencement is 10 days after signing the Student Enrolment Agreement.

Document Name:	ECOC Withdrawal and Refund (Fee-for-Service Courses) Policy –AIICT			First Created Date:	06 Mar 2019
Document Number	QA-POL-028	Version Number	3.0	Last Modified Date:	24 Nov 2022
© Everthought College of Construction Pty Ltd – RTO Number 51681 – CRICOS Provider Number 02898C t/a/ Australian Institute of ICT (AIICT)				Page Sequence:	Page 1 of 4



QA-POL-028 – Withdrawal and Refund (Fee-for-Service) Policy

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) For non-accredited short courses and vendor certified programs, there is no refund for students that withdraw 10 days or more after signing the Student Enrolment Agreement.
- f) 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.
- g) There is no refund applicable for a stream where the student/client has not formally submitted a request for withdrawal **10 days or more** prior to the commencement for that stream, whether they have accessed learning materials or not.
- 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 to all student/clients, should there be a need for AIICT to cancel a course. In the first instance AIICT will (where possible) provide an opportunity for the client to attend another scheduled course.
- l) If AIICT cancels a course, clients do not have to apply for a refund, AIICT will process the refunds automatically.
- m) Over payment of any course enrolment fee will be refunded.

Document Name:	ECOC Withdrawal and Refund (Fee-for-Service Courses) Policy –AIICT	First Created Date:	06 Mar 2019
Document Number	QA-POL-028	Version Number	3.0
© Everthought College of Construction Pty Ltd – RTO Number 51681 – CRICOS Provider Number 02898C t/a/ Australian Institute of ICT (AIICT)		Last Modified Date:	24 Nov 2022
		Page Sequence:	Page 2 of 4



QA-POL-028 – Withdrawal and Refund (Fee-for-Service) Policy

4.1 Courses

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

Nationally Accredited Training		
Fee Type	Description	Refund
Enrolment and Administration fee - \$450.00	RTO administrative processes for processing of enrolment, reporting and other administrative actions related to cancellation	No refund
Stream – Commenced	Where students withdraw/cancel 10 days or more after stream commencement date.	No Refund
Stream – Not Commenced	Where students withdraw/cancel more than 10 days before the stream commences. Note: The enrolment/administration fee will not be refunded.	100% tuition fee paid by the client is refunded
Non-accredited Short Courses/Vendor Certified Training		
Fee Type	Description	Refund
Enrolment and Administration fee - \$750.00	RTO administrative processes for processing of enrolment, reporting and other administrative actions related to cancellation	No refund
Course Fee - Commenced	Where students withdraw/cancel 10 days or more after signing the Student Enrolment Agreement	No refund
Course Fee – Not Commenced	Where students withdraw/cancel less than 10 days after signing the Student Enrolment Agreement. Note: The enrolment/administration fee will not be refunded.	100% tuition fee paid by the client is refunded

For students that have been approved for Fee Payment Plan, payment terms apply on withdrawal where the student has withdrawn prior to commencement 10 day or more prior to commencement

Nationally Accredited Training	
Payment Plan Type	Minimum payments required
Fortnightly	3 minimum repayments required for: RTO administrative processes for processing of enrolment, reporting and other administrative actions related to cancellation
Monthly	2 minimum repayments required for: RTO administrative processes for processing of enrolment, reporting and other administrative actions related to cancellation
Non-accredited Short Courses/Vendor Certified Training	
Fortnightly	3 minimum repayments required for: RTO administrative processes for processing of enrolment, Vendor licencing fees and administrative actions related to cancellation
Monthly	2 minimum repayments required for: RTO administrative processes for processing of enrolment, Vendor licencing fees and administrative actions related to cancellation

Document Name:	ECOC Withdrawal and Refund (Fee-for-Service Courses) Policy –AIICT	First Created Date:	06 Mar 2019
Document Number	QA-POL-028	Version Number	3.0
© Everthought College of Construction Pty Ltd – RTO Number 51681 – CRICOS Provider Number 02898C		Last Modified Date:	24 Nov 2022
t/a/ Australian Institute of ICT (AIICT)		Page Sequence:	Page 3 of 4



QA-POL-028 – Withdrawal and Refund (Fee-for-Service) Policy

5. AIICT Responsibilities

The CEO of AIICT 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 is maintained in accordance with Records Management Policy. (See Records Management Policy)

8. Monitoring and Improvement

All Refund practices are monitored by the Administration Manager, AIICT and areas for improvement identified and acted upon. (See Continuous Improvement Policy)

9. Related documents

Withdrawal and Refund Application Form
Student Enrolment Agreement

Document Name:	ECOC Withdrawal and Refund (Fee-for-Service Courses) Policy –AIICT		First Created Date:	06 Mar 2019	
Document Number	QA-POL-028	Version Number	3.0	Last Modified Date:	24 Nov 2022
© Everthought College of Construction Pty Ltd – RTO Number 51681 – CRICOS Provider Number 02898C t/a/ Australian Institute of ICT (AIICT)				Page Sequence:	Page 4 of 4