



Purpose

This policy outlines the guidelines and procedures for cancellations, withdrawals, and refunds of fees paid by students enrolled in courses offered by AEA Training. The policy ensures fairness, transparency, and compliance with regulatory standards.

Cancellation and Withdrawal

Student Initiated Cancellations/Withdrawals:

Students must submit a written or verbal request for cancellation or withdrawal from a course to AEA Training administration staff.

Depending on the notice period provided by the student:

- A full refund will be given where a notice to cancel is given by the enrolled participant at least 7 business days prior to the course date.
- A 50% refund will apply where a notice to cancel is given by the enrolled participant not less than 3 and not more than 6 business days prior to the course date.
- No refund will be given where notice to cancel is given by the enrolled participant less than 3 business days prior to the course date, except under exceptional circumstances (to be assessed on a case-by-case basis).
- If the cancellation or withdrawal occurs after the course commencement date, no refund will be provided except under exceptional circumstances (to be assessed on a case-by-case basis).

Administration fees or non-refundable deposits may be deducted from the refundable amount.

RTO Initiated Cancellations/Withdrawals:

In the rare event that AEA Training cancels a course, students will be entitled to a full refund of all fees paid.

Refund Process

- Refund requests must be submitted in writing or verbally agreed with the AEA Training administration staff.
- Refunds will be processed within 14 days upon approval of the cancellation or withdrawal request.
- Refunds will be issued using the same payment method utilised for the original transaction unless otherwise agreed upon.

Course Transfer Policy

If a student transfers to another course offered by AEA Training, any applicable fees already paid may be adjusted towards the new course fees.

In cases of course changes or modifications initiated by AEA Training, fee adjustments will be made accordingly, and students will be duly informed.

No transfer fee will apply where a minimum of 7 business days' notice requesting transfer is given prior to the course date.

A booking may only be transferred a maximum of two times and may only be transferred by the participant enrolled in the course or the person that made the original booking.

Non-Refundable Items

Application fees, enrollment fees, administrative charges, and any non-refundable deposits specified during the enrollment process are non-refundable.

Exceptional Circumstances

An exception to these policies may be applied at the sole discretion of AEA Training where the person is able to show good cause for non-attendance. Good cause for this purpose includes, but is not limited to, presentation of a medical certificate and unanticipated changes to work commitments with employer confirmation.



Appeals Process

Students dissatisfied with the outcome of their refund request may appeal the decision in writing to the AEA Training administration staff within 5 days of receiving the refund decision. AEA Training will review the appeal and respond within a reasonable timeframe.

Compliance

This policy adheres to the Standards for RTO's 2015 and complies with all applicable laws and regulations regarding fee refunds in the education and training sector, under consumer rights and guarantees.

9. Review and Updates

This policy will be reviewed periodically and updated as necessary to reflect any changes in regulations or RTO practices.