



Fees and Refund Policies and Procedures

Purpose

The purpose of this policy is to provide for the appropriate handling of student refunds.

Scope

This policy applies to all students.

Policy

General refund information

All refund requests must be in writing using the refund request form or via email.

All refund requests must be considered within three (3) days of application.

Payments of all refunds will be made within seven (7) days of approval of the refund.

1. Protection of Fees Paid in Advance

- Domestic Students: Fees exceeding \$1,500 are not required in advance. This protects students by minimizing upfront financial burden.
- International Students:
- A maximum of 50% of course fees may be requested before course commencement. For courses shorter than 25 weeks, the total fee may be required in advance.
- AA Academy contributes to the Tuition Protection Service (TPS), safeguarding international students' fees and ensuring educational continuity or refund of unspent tuition fees if AA Academy fails to deliver a course.

2. Payment Methods

- Fees can be paid via electronic funds transfer, cheque, or cash.
- Students experiencing financial difficulties may contact our office to discuss alternative payment arrangements.
- Non-payment may result in suspended services and, for international students, notification to the Department of Human Affairs (DHA) for non-compliance.

3. Refund Eligibility

Application and RPL Fees: Non-refundable once paid.

Tuition and Material Fees: Refundable under specific conditions outlined below.

- Domestic Students

Full refunds are issued if AA Academy cancels a course before commencement due to insufficient enrolment or other unforeseen reasons.

If AA Academy cannot deliver the course as scheduled, refunds will be issued for the undelivered portion.

- International Students

Full Refunds: Granted if a course is cancelled or a student cannot start the course due to unforeseen circumstances, based on the discretion of AA Academy's CEO.

Partial Refunds: Available in cases of provider default or non-compliance with agreements. Specific calculations are based on the Education Services for Overseas Students (Calculation of Refund) Specification 2014



Visa Refusal: A \$300 administrative fee is deducted if a visa application is refused before the course starts; fees for the current term are non-refundable if the visa is refused post-commencement.

Withdrawals: A \$500 administrative fee is applied, and no refund is provided for the current term's tuition.

4. Process for Claiming Refunds

- Provider Default: Refunds are automatically processed. No action is required from students.
- Student Withdrawal: Students must submit a refund application using the "Application for Refund Form". Non-completion of a Withdrawal Form disqualifies students from refunds.

5. Refund Processing

- Refunds are processed to the original payer unless otherwise specified.
- The outcome of refund assessments is communicated within 28 business days.

6. Course Cancellation Procedures

- By AA Academy: Full refunds processed automatically; no student action required.
- By Student Before Course Commencement: Refunds issued minus a \$300 enrolment fee, and if within seven days of the start, an additional \$150 cancellation fee applies.

Course Cancellation (after course commencement) – Student

- The course commencement date will be the date nominated by the student to commence their course on the enrolment form.
- If the student cancels after the commencement of their course, they will be entitled to a pro-rata refund.
- Refunds will be calculated based on the class timetable and the number of units that the student should have commenced at the time of cancellation.

Refunds will be calculated using the following formula

- Total amount paid – \$300 enrolment fee + \$150 cancellation fee = potential refund amount
- Potential refund amount ÷ number of units in the course = per unit cost
- Potential refund amount – (per unit cost x number of units already commenced) = final refund amount

7. Special Circumstances

- Refunds for changes in personal circumstances are generally not entertained unless they are severe and unforeseen (e.g., serious illness or misadventure).
- Students must provide adequate documentation to support claims for refunds due to special circumstances.
- AA Academy does not accept responsibility for changes to a student's work commitments or personal circumstances. The following situations are not considered special circumstances.
 - Change in work hours
 - Inconvenience of travel or travel issues on the day
 - Family commitments

8. Enrolment Extensions

- Students must complete the course within the due date. Students who are unable to complete the course within the due date due to any unforeseen circumstances may seek an extension by submitting a request form along with the supporting documentation to the RTO Manager via email at admin@aaacademy.edu.au. The RTO Manager will investigate each request based upon individual circumstances.
- The request for the extension should be made at least one week before the expiry of the enrolment.



9. General Refund Information

- All refund requests must be made in writing and considered within three business days.
- Approved refunds are processed within seven business days.
- This document outlines the core policies governing fees and refunds at AA Academy, designed to be fair and clear to all stakeholders. For a detailed understanding of all terms and conditions, please refer to our website or contact our office for further information.

Procedure

1. Lodgement of refund by student

- Student sends an email to admin@aaacademy.edu.au and completes the "Refund Request Form", notifying their request for cancelling the course and application for refund of fees paid.
- Administration officer at the front desk reviews the course cancellation request and verifies the eligibility for a refund.
- Administration officer may contact the student regarding the cause of course cancellation.
- Administration officer forwards the email template course cancellation/refund if the student has requested via email or student can download the Application for Cancellation and Refund Request form from the College's website.

2. Calculation of refund amount and paying the refund

- Once received, the Administration Officer verifies the details and forwards the application to accounts.
- Account department then verifies whether the student is eligible for a refund and calculates the amount of refund to be paid, based on the 'Refund Policy.'
- Account department pays the due amount directly to the nominated account details on the email/ Refund Request Form student. If there is no refund available, account department notifies the student.
- If the money was originally paid via Credit/Debit card OR bank transfer, note the refund to be processed via refunding the credit/debit card or transfer to the bank account.
- If the money was originally paid by a company, note the refund will apply as a credit to the company account or provide a cheque for the refund.



3. Finalising the refund request

- Account department changes the course status to 'Cancelled' and unit competency to either 'Cancelled' or 'Withdrawal', based on the stage of the progression.
- Account department destroys all the physical records and deletes the student folder

Refunds Procedures		
STEP 1 – Lodgement of Refund by Student		
No.	Who	Actions
1.1	Student	a) Student completes " Refund Request Form ", notifying their request for a refund of fees paid via email at admin@aaacademy.edu.au
1.2	Admin Officer	a) Review the refund application and ensure that the Student is eligible for a refund. b) If a refund is due, calculate the amount of refund due. c) Check student records to identify how the money was originally paid (i.e. cash, debit/credit card, bank transfer etc.). <ol style="list-style-type: none"> If the money was originally paid via cash or cheque, note refund to be issued by cheque. If the money was originally paid via Credit/Debit card OR bank transfer, note the refund to be processed via refunding the credit/debit card or transfer to the bank account. If the money was originally paid by a company, note the refund will apply as a credit to the company account or provide a cheque for the refund. d) Complete " Refund Request Form ". e) Provide completed " Refund Request Form " to RTO Manager for Approval f) Go to Step 3.



Refunds Procedures

STEP 2 – Refund of fees – Due to Course Cancellation		
No.	Who	Actions
2.1	Admin Officer	a) Should a course be cancelled for any reason, identify all clients who have paid course fees for that specific course. b) Determine the full amount of refund due to each client. c) Check to identify how the money was originally paid (i.e. cash, bank transfer, credit card or through a company). i. If the money was originally paid via cash or cheque, note refund to be issued by cheque. ii. If the money was originally paid via Credit/Debit card or Bank transfer, note the refund to be processed via refunding the credit/debit card or Bank transfer. iii. If the money was originally paid by a company, note the refund will apply as a credit to the company account or provide a cheque for the refund. d) Complete a "Refund Request Form" for each client eligible for a refund. e) Provide completed "Refund Request Form" to RTO Manager for Approval.
STEP 3 – Management approval for Refund		
No.	Who	Actions
3.1	RTO Manager	a) Review refund and note approval/modification/decline on "Refund Request Form" . b) Return Completed "Refund Request Form" to Admin/Front Desk for processing.
STEP 4 – Finalise Refund Request		
No.	Who	Actions
4.1	Admin Officer	a) If a refund is approved: i. Process refund in SMS (student management system) ii. Enter note in SMS for the client iii. Update the "Refund Request Form" . iv. Take a copy of completed "Refund Request Form" for client file. v. Send original "Refund Request Form" to accounts for processing. vi. File all documentation on client file. b) If a refund is declined: i. Complete and send written notification to client advising the refund has been declined and the reasons. ii. Enter note in SMS for the client. iii. Update the "Refund Request Form" . iv. File original completed "Refund Request Form" and all documentation on the client file.
STEP 5 – Processing the Refund		
No.	Who	Actions
5.1	Accounts	a) Upon receipt of completed "Refund Request Form" process and make refund to the client. Noting the method of refund. b) Update accounts system (e.g. MYOB, QuickBooks, XERO etc.) c) File the documentation accordingly, in the Refunds File .