

# Refund Policy and Procedure

## Purpose

The purpose of this policy is to provide a transparent, fair, and consistent approach to the management of refunds for all students enrolled with Hats Qld Pty Ltd T/A AA Academy. This policy ensures compliance with Clauses 2.2, 2.3, 2.6, and 3.3 of the Standards for RTOs 2025 (F2025L00354) and establishes clear processes for requesting, approving, and processing refunds.

## Scope

This policy applies to all students who have paid fees to Hats Qld Pty Ltd T/A AA Academy for enrolment in any training program, as well as staff involved in handling refund requests.

### Clause 2.2

Prior to enrolment or commencement of training and assessment, the RTO must provide accurate information about fees, payment terms and conditions, including refunds, and the learner's rights as a consumer.

### Clause 2.3

Where the RTO collects fees directly or through a third party, it must have a clear and accessible policy for refunds of fees paid, including under circumstances where the RTO fails to deliver agreed services or where arrangements are terminated early.

### Clause 2.6

The RTO must ensure learners have access to appropriate support, including assistance in understanding refund rights and processes, to enable them to complete their training and assessment.

### Clause 3.3

The RTO must maintain accurate, up-to-date records of financial transactions with each learner, including payment and refund details, retained for a minimum of thirty years.

## Policy

### 1. General Refund Information

Details of the refund policy are made publicly available on the AA Academy website and included in the Student Handbook. All requests for refunds must be submitted in writing, either by completing the Refund Request Form or by sending an email to the RTO's designated refund email address. Refund requests are assessed within three business days of receipt. Approved refunds are processed and paid within seven business days of approval, in accordance with Clauses 2.2 and 2.3.

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### 2. Course Cancellation – By Hats Qld Pty Ltd T/A AA Academy

Where the RTO cancels a course before commencement, students are entitled to a full refund of any fees paid. Students are not required to lodge a refund request for course cancellations initiated by the RTO; refunds are processed automatically upon confirmation of the student's bank account details. If a student is withdrawn from a course due to serious misconduct or breach of the Student Code of Conduct, no refund will be granted, in line with the Student Conduct Policy.

### 3. Course Cancellation (Prior to Course Commencement) – By Student

- 3.1 The course commencement date is the date nominated by the student on their enrolment form.
- 3.2 If a student cancels enrolment more than seven days before commencement, they are eligible for a refund of fees paid minus \$250 administration fee.
- 3.3 If a student cancels within seven days before commencement, they are eligible for a refund minus the \$250 enrolment fee and a \$150 cancellation fee.

### 4. Course Cancellation (After Course Commencement) – By Student

- 4.1 If a student cancels after the course has commenced, they may be eligible for a pro-rata refund. Refund amounts are calculated based on the total course cost, less the enrolment and cancellation fees, divided by the number of course units, multiplied by the number of units not yet commenced. Refunds are determined individually, using documented timetables and student progress records to ensure fair calculations in accordance with Clause 2.3.

### 5. Special Circumstances

5.1. Hats Qld Pty Ltd T/A 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

- 5.1.1. Change in work hours
- 5.1.2. Inconvenience of travel or travel issues on the day
- 5.1.3. Family commitments

5.2. Hats Qld Pty Ltd T/A AA Academy will consider refunds for special circumstances in the following situations

- 5.2.1. Serious misadventure
- 5.2.2. Serious Illness
- 5.2.3. Serious Illness of an immediate family member

5.3. For students to be considered for a refund for special circumstances, the student will be required to provide evidence of the special circumstances occurring.

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## 6. Enrolment Extensions

6.1. 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](mailto:admin@aaacademy.edu.au). The RTO Manager will investigate each request based upon individual circumstances.

6.2. The request for the extension should be made at least one week before the expiry of the enrolment.

## Procedure

### 1. Lodgement of Refund by Student

- 1.1 Students must submit their refund request by completing the Refund Request Form or emailing [admin@aaacademy.edu.au](mailto:admin@aaacademy.edu.au), stating their reasons for cancellation and refund.
- 1.2 The Administration Officer reviews the request, verifies eligibility, contacts the student if necessary for additional information, and calculates the potential refund amount in accordance with the Refund Policy formula.

### 2. Calculation and Payment of Refund

- 2.1. Once received, the Administration Officer verifies the details and forwards the application to accounts.
- 2.2. 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.'
- 2.3. 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.
- 2.4. 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.
- 2.5. 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. Finalisation of Refund Request

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

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Refunds Procedures		
STEP 1 – Lodgement of Refund by Student		
No.	Who	Actions
1.1	Student	a) Student completes “ <b>Refund Request Form</b> ”, notifying their request for a refund of fees paid via email at <a href="mailto:admin@aaacademy.edu.au">admin@aaacademy.edu.au</a>
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.). 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 transfer to the bank account. 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 “ <b>Refund Request Form</b> ”. e) Provide completed “ <b>Refund Request Form</b> ” to RTO Manager for Approval f) Go to Step 3.
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.

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Refunds Procedures		
		<ul style="list-style-type: none"> <li>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.</li> <li>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.</li> <li>d) Complete a <b>"Refund Request Form"</b> for each client eligible for a refund.</li> <li>e) Provide completed <b>"Refund Request Form"</b> to RTO Manager for Approval.</li> </ul>
STEP 3 – Management approval for Refund		
No.	Who	Actions
3.1	RTO Manager	<ul style="list-style-type: none"> <li>a) Review refund and note approval/modification/decline on <b>"Refund Request Form"</b>.</li> <li>b) Return Completed <b>"Refund Request Form"</b> to Admin/Front Desk for processing.</li> </ul>
STEP 4 – Finalise Refund Request		
No.	Who	Actions
4.1	Admin Officer	<ul style="list-style-type: none"> <li>a) If a refund is approved:               <ul style="list-style-type: none"> <li>i. Process refund in SMS</li> <li>ii. Enter note in SMS for the client</li> <li>iii. Update the <b>"Refund Request Form"</b>.</li> <li>iv. Take a copy of completed <b>"Refund Request Form"</b> for client file.</li> <li>v. Send original <b>"Refund Request Form"</b> to accounts for processing.</li> <li>vi. File all documentation on client file.</li> </ul> </li> <li>b) If a refund is declined:               <ul style="list-style-type: none"> <li>i. Complete and send written notification to client advising the refund has been declined and the reasons.</li> <li>ii. Enter note in SMS for the client.</li> <li>iii. Update the <b>"Refund Request Form"</b>.</li> <li>iv. File original completed <b>"Refund Request Form"</b> and all documentation on the client file.</li> </ul> </li> </ul>

## Refund Policy and Procedure

Refunds Procedures		
STEP 5 – Processing the Refund		
No.	Who	Actions
5.1	Accounts	<ul style="list-style-type: none"> <li>a) Upon receipt of completed “<b>Refund Request Form</b>” process and make refund to the client. Noting the method of refund.</li> <li>b) Update accounts system (e.g. MYOB, QuickBooks, XERO etc.)</li> <li>c) File the documentation accordingly, in the <b>Refunds File</b>.</li> </ul>