

## **Cancellation and Refund Policy**

### **1. Scope**

This policy is developed to ensure that every student has right to accurate information regarding all fees, including course fees payment options, applicable administration fees and refunds that may be applicable.

### **2. Purpose**

The purpose of this policy and procedure is to outline the A Grade Education and Training approach to managing fees and refunds. Aims to provide knowledge for the student in regards to fees, charges, payments involved in the enrolment into A Grade Education and Training course.

### **3. Policy**

#### **3.1 Protection of fees paid in advance**

A Grade Education and Training has a responsibility to protect the fees paid by students. To meet this need, A Grade Education and Training will only accept an initial payment of no more than \$1,500 from each student prior to the commencement of their course.

The subsequent payments are based on the costs of the training and assessment which is yet to be delivered and will be required to be made at agreed points as the course progresses. These subsequent payments will not exceed \$1,500.

This fee protection arrangement complies with national standards designed to limit the amount paid by students in advance of services being delivered.

#### **3.2 Fees and Refund information**

- a. A Grade Education and Training is required to cover the costs of staff and resources which will have already been committed based on your initial intention to undertake the training.
- b. Students whether via face to face or online delivery option, will need to complete their course as per their Training Plan. If this deadline is not met and A Grade Education and Training does not receive students allocated progress payments as negotiated at enrolment their enrolment maybe cancelled.
- c. A student who wishes to cancel their enrolment must give notice in writing. This may be via email or letter. A Grade Education and Training staff member that is approached with initial notice of cancelation are to ensure the student understands their rights with regards to the refund of tuition fees. The student is also to be advised of other options such as suspending the enrolment and re-commencing in another scheduled training program.
- d. A non-refundable enrolment/administration fee is to be paid on enrolment and monthly progress payments.

## Cancellation and Refund Policy

- e. A Grade Education and Training may cancel an enrolment or discontinue training if fees are not paid as required.
- f. For students who select to set-up a regular payment plan, it is the student's responsibility to ensure that payments are made in a timely manner.
- g. If payments are missed by the student, A Grade Education and Training has the right to suspend their training or terminate their enrolment for the course in question.
- h. Students to complete course prior to finalising full payment you will be required to pay in full balance otherwise your certificate will not be issued until this outstanding balance is received.
- i. A non-refundable payment is to be paid on enrolment of \$150 is required and regularly scheduled progress payments.
- j. Discretion may be exercised by the Chief Executive Officer in all situations, if there is an extenuating or significant personal circumstance that has led to their withdrawal.
- k. Where refunds are approved, the refund payment will be paid to the student within 14 days from the time the student give written notice to cancel their enrolment. Tuition refunds are to be paid via electronic funds transfer using the authorised bank account nominated by the student on the *Withdrawal Request Form*.
- l. For students who select to set-up a regular payment plan, it is the student's responsibility to ensure that payments are made in a timely manner. If payments are missed by the student, A Grade Education and Training has the right to suspend their training or terminate their enrolment for the course in question.
- m. Course fees and payment plans will vary for different training programs. For a full list of current fees and charges please refer to A Grade Education and Training schedule of fees and charges.

### 3.3 Course Extension

- a. Students have seven (7) working days from the date of the notice of course expiry to contact A Grade Education and Training and apply for a course extension. Student to complete a course extension application form with the required evidences. You will then be notified if the extension has been granted. All fees must be paid in full before your extension can be processed and approved.
- b. A Grade Education and Training will offer six (6) months extension if you comply:
  - there are no material changes to the course and;
  - your course is not in a teach out period.
- c. If A Grade Education and Training approves your course extension, the maximum duration your course is adjusted accordingly.
- d. Students who do not complete the course within the new extension date and after many attempts to make contact initially to successfully assist you to progress your course; you

## Cancellation and Refund Policy

will be forfeiting all fees paid and you will not be able to complete your course, and you will be asked to either withdraw or we will cancel your enrolment if we have not heard from you after (14) days total.

- e. You will however, receive a Statement of Attainment and a transcript for any completed and competent units. Unless your circumstances are beyond your control which include but are not limited to: extreme hardship, debilitating medical condition, death in the family which can be proven to the Institute.
- f. Full evidence including supporting documents to prove your circumstances will need to be submitted to the Academic Director for review. Documents include medical certificates, letter from the medical specialist, death certificates and / or legal documents.
- g. A fee of \$300 applies for three (3) months extension with an agreed payment plan –and if granted 1st extension is free.
- h. It is under discretion of A Grade Education and Training whether a student can be offered an extension or not.

### 3.4 Re-assessment

Students will be offered three (3) assessment opportunities per unit during a normal training program for each assessment event. The re-assessment fee of \$300 will only apply if the student chooses to persist to demonstrate competence for the required unit.

### 3.5 Course Deferment

Dependent on your circumstances, if you want to defer your course please ask an A Grade Education and Training representative when your enrolment date will expire and to assess your circumstances if/when you may need a course extension.

### 3.6 A Grade Education and Training Guarantee

If for any reason A Grade Education and Training is unable to fulfil its service agreement with a student, A Grade Education and Training will refund the fees paid by student for any services not yet delivered. A Grade Education and Training is committed to deliver quality training and assessment and will work with students who require individual assistance to successfully complete the training program.

### 3.7 Payment Methods

- a. A Grade Education and Training offers the following payment methods, bank transfer and credit card.
- b. A Grade Education and Training offers flexibility for students to pay their progressive payments either fortnightly or monthly and number of payments and amount they make towards their course fees. This is informed and captured in the Student Payment Plan.

# Cancellation and Refund Policy

## 3.8 Inclusion in course fees

Unless otherwise specified, course fees include all the training and assessment required for students to achieve the qualification or course in which they are enrolling. Course fees will clearly itemise tuition, as well as non-tuition fees.

- a. Course fees include all learning materials for each student. Any optional textbooks and materials that may be recommended but not required for a course, are not included in course fees and will be an additional cost should the student wish to purchase such materials. - the cost is outlined on the Schedule of Fees and Charges.
- b. If hard copy learning materials are lost and need to be replaced, the student will be required to cover the cost of the replacement materials – the cost is outlined on the *Schedule of Fees and Charges*.
- c. Course fees include the issuance of a testamur and record of results and/or statement of attainment. For additional copies or re-issuing of any of these documents an additional fee is applicable. *This fee is currently \$50 per request.*

## 3.9 Refunds

### Refunds

Eligibility for a refund will be assessed as follows:

- a. Full refund where A Grade Education and Training cancels the course prior to commencement;
- b. Students who give notice to cancel their enrolment more than 10 days prior to the commencement of a course you will be entitled to a (75%) refund of your course.
- c. Students who give notice to cancel their enrolment less than 10 days prior to the commencement of a program will be entitled to a 75% refund of fees paid.
- d. Students who cancel their enrolment part way through a course must notify A Grade Education and Training in writing immediately if consideration of fee reimbursement is required. Once A Grade Education and Training is notified a refund will be issued for the component of training not commenced less a \$150 non-refundable deposit.
- e. A Grade Education and Training is entitled to retain fees for any component of the course completed up until the point of notification by the student cancellation;
- f. All RPL applications have a non-refundable \$275 payment.
- g. No refund where the student is excluded for misbehavior.

# Cancellation and Refund Policy

## 3.10 Outcomes of refund decisions

A Grade Education and Training will provide the outcome of the refund assessment in writing to the student's registered address, outlining the decision and reasons for the decision along with any applicable refund or adjustment notice.

Students will be advised that they may appeal the refund assessment following A Grade Education and Training's *Complaints and Appeals Policy and Procedure*.