



## 1 Introduction

This policy sets out Advanced Mine Performance Training Services policy for Student Fee Refunds. The refund policy of AMPT Services is fair and equitable to registered students. This policy should be read in conjunction with the VET Fees and Charges Policy of the Department of Training and Workforce Development. The usual business practice of AMPT Services is to invoice 50% of costs on commencement of services and 50% on completion of the training.

## 2 Scope

This document describes the refund policy for:

- Publicly funded traineeships
- Fee for Service traineeships
- Short courses

## 3 Definitions

**Course Fees** means fees which contribute to the cost of training delivery and which are supplemented by state government funding

**Department or (DTWD)** means the Western Australian Department of Training and Workforce Development.

**Resource Fees** are the fees for materials considered to be essential to a course or unit of study which do not form part of the course fee.

**Census/Withdrawal date:** In relation to refunds, the census/withdrawal date will be displayed in the course fees invoice issued.

## 4 Fee Refunds for Publicly Funded Training & Fee For Service Training

To be eligible for a **full refund of all course fees and 50% of the resource fees**, the student must;

- Request a refund in writing within 14 days of cancellation
- Withdraw before the census/withdrawal date which is displayed on the invoice. The census/withdrawal date is 6 months from commencement of training.

If a student withdraws within 14 days of cancellation and before the census/withdrawal date but has commenced training and assessment, the student will only be eligible for a pro rata refund.

## 5 Fee Refunds for Short Courses

Students who withdraw are entitled to a **full refund of course fees and resource fees** where;

- A course/qualification or unit is cancelled or reschedules to a time unsuitable to the student
- A student is not given a place due the a maximum number of places being reached

For students who enrol in a short course and wish to withdraw within **two working days** prior to the delivery of the course, will be eligible for a **full refund**. Students who withdraw within two working days will be subject to the full

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## REFUND POLICY

fee. AMPT Services will endeavour to reschedule the booking to the next available course but no guarantee can be given.

### **6 Special Circumstances**

If a student is forced to withdraw from the course for reasons beyond their control, eg serious illness or disability, AMPT Services may approve a pro rata refund if the student can provide documentary evidence for withdrawing from the course.

### **7 Payment by a Third Party**

If a third party makes payment of the student fees on behalf of the student, any refund will be returned to the third party.

### **8 No Refunds**

No refund will be approved if a request for a refund does not meet the eligibility requirements. There are no refunds for students who do not obtain qualification after an assessment.

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