

## Refund Policy

The following should be read in conjunction with the VET Fees and Charges Policy of the Department of Training and Workforce Development.

The following describes the refund policy for:

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

### Definitions

**Census/Withdrawal date:** means the official date for a unit after which students are not entitled to a full refund of the course fee upon withdrawal.

**Fee for service** means training or a related service that does not receive government funding and the cost is borne by the student or a person or organisation on behalf of the student

**Mid Term** means half way through the nominal term of the training course i.e (12 month course, 6 months is mid term).

**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.

### Refunds for Publicly Funded Training

To be eligible for a full refund of all course fees and 50% of the resource fees, the Student or third party must withdraw **in writing** before the census/withdrawal date, which is displayed on the invoice and will be no less than 20% of the way through the period which that unit is undertaken.

The Student will not be eligible for a refund of any units for which training and assessment has been completed.

### Refunds for Fee for Service Training

To be eligible for a full refund of all course fees **only**, the Student or third party must withdraw **in writing** before the withdrawal date which is **3 months from commencement of the course**.

The Student will only be eligible for a pro rata refund if training and assessment has commenced.

### Refunds for Short Courses

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

- A short course is cancelled or rescheduled by AMPT to a time unsuitable to the Student;
- A Student is not given a place due to the maximum number of places being reached;
- AMPT is unable to fulfill its obligations in delivering the course.

Timetable for all other refunds for short courses are detailed in the table below:

Course type	Minimum Notice Periods (Before course commencement)	
	Full Refund of Course Fee (minus a \$140 admin fee)	No Refund of Course Fee
One day course	3 business days	Less than 3 business days
2 or more day courses	7 business days	Less than 7 business days

Requests for a refund must be in writing to AMPT Services with the notification period being the date of receipt for the e-mail. AMPT Services recognises business days as Monday to Friday.

## Non-attendance

If a participant fails to attend a course, no refund will be payable. Participants need to be aware that leaving a voicemail message on an AMPT Services answering service, outside of business hours on the day before the course, is not accepted as a notification of cancellation.

## Not Yet Competent

Participants who are deemed 'Not Satisfactory' after an assessment are not eligible for a refund. Depending on the course, participants may be able to re-sit the course or assessment at no charge. This will be determined at the discretion of one of the Directors, or a delegated team member.

## 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.

## Unacceptable Behaviour

As per the Behaviour Standard for Participants, AMPT Services reserves the right to counsel and in extreme circumstances refuse any person from continuing the course if they display inappropriate or disruptive behaviour or are found to have plagiarised an assessment. AMPT Services personnel will, in the initial instance, advise the individual of any inappropriate behaviour which could include, but is not limited to, disruptive individuals, anyone displaying a reluctance to participate or anyone attempting to encourage other participants into obstructive behaviour. If following such counselling, the individual continues their disruptive behaviour, they will be formally warned. If after this, such behaviour continues, they shall be asked to leave the course.

If an individual is abusive, appears under the influence of banned substances or threatens other participants or AMPT Services personnel they will be removed from the course and may be asked to leave the premises.

For a person booked onto a course by a company, the company will be contacted and advised if a participant is asked to leave a course and the reason for the action. In the instance of unacceptable behaviour or plagiarism, no refunds or transfers will be given.

Related Documents
PO-RTO-002 Fees and Charges Policy
PR-RTO-001 Receipt of Student Fees Procedure