**1. AIM**

* 1. To establish and maintain a fair and equitable system to receive course fees and issue refunds to students.

**2. PROCESS**

 Australian Automotive Training will provide learners with information prior to enrolment, or at the commencement of training and assessment, whichever comes first, details specifying:

* all relevant fee information including:
1. fees that must be paid to the RTO; and
2. payment terms and conditions including deposits and refunds;
* the learner’s rights as a consumer, including but not limited to any statutory cooling-off period, if one applies;
* the learner’s right to obtain a refund for services not provided by the RTO in the event the:
1. arrangement is terminated early; or
2. the RTO fails to provide the agreed services

When applicable, Australian Automotive Training will provide information regarding the learner’s obligations:

1. in relation to the repayment of any debt to be incurred under the VET FEE-HELP scheme arising from the provision of services;
2. any requirements the RTO requires the learner to meet to enter and successfully complete their chosen training product; and
3. any materials and equipment that the learner must provide; and
* Information on the implications for the learner of government training entitlements and subsidy arrangements in relation to the delivery of the services.
	1. **FEES**

2.1 For members of the general public, unless otherwise agreed upon, Australian Automotive Training will:

* Issue a receipt for the amount paid
* Keep the monies in a student fee account with a recognised banking institution until such time as they are due to Australian Automotive Training.
* Not use these monies for any purpose until the refund period has lapsed.
	1. Australian Automotive Training will accept payment of no more than $1,000.00 from each individual student prior to the commencement of the course. Following course commencement, Australian Automotive Training will require payment of additional fees in advance from the student but only such that at any given time, the total amount required to be paid which is attributable to the costs yet to be incurred on behalf of the student for tuition or other services yet to be delivered to the student does not exceed $1500.00.
	2. Enrolment fees, where the client is a company, will be invoiced no later than the start date of the course date unless alternate arrangements are made. Enrolments within thirty (30) days from the date of course commencement will be invoiced with a due date of course commencement.

2.4 Statements shall be issued monthly to each student with outstanding accounts. Invoices shall also be rendered to students for textbooks and reference books supplied where the costs of such books are not included in the course fees.

2.5 Statements will be issued monthly for any outstanding accounts. Receipts will be issued only upon request unless payment is from a student or client.

2.7 All requests for refunds will be acted upon within 14 days in accordance with the Refund Policy.

**3. REFUNDS**

* 1. A full refund of enrolment fees will be made if a course is cancelled by Australian Automotive Training for any reason.
	2. An initial non-refundable enrolment fee will apply to all courses. A course deposit is also required payable two weeks (10 working days) prior to the commencement of the course. No refund applies to the enrolment fee should the applicant not enrol in the training program.
	3. An application for refund of course fees must be made in writing to Australian Automotive Training.
	4. A full refund of fees is available up to 10 working days prior to the commencement of the training program. Cancellation of enrolment under these circumstances does not incur a penalty. However, the administration fee is non-refundable. Refund of the merchant fee, may be applicable.
	5. Where cancellation is made less than 10 working days prior to the commencement of a course, the applicant will be eligible for eighty percent (80%) refund on enrolment fees. However, participants will be provided with an option to transfer to a course being offered at an alternate time.

* 1. Where cancellation occurs up to 5 business days prior to the commencement of a training program, no refund applies. However, participants will be provided with an option to transfer to a course being offered at an alternate time.
	2. Once training has commenced in the course, no refund is available to participants who leave before the completion of the course unless the participant can provide a medical certificate or show extreme personal hardship.
	3. Refunds will be considered on a pro-rata basis for students who fall ill or are injured to the extent that they can no longer undertake the course providing a supporting Medical Certificate is supplied to Australian Automotive Training. However, should participants wish to finalise incomplete units of competency in a future course, the original fee can be used as a credit towards that course. This offer is available within a 12 month period from the time the initial payment is made.
	4. Should the RTO cancel a course, participants are entitled to a full refund (or pro-rata adjusted refund) or transfer of funds to another/future course. In this event, participants will be given their preferred option.
	5. In all other cases, refunds are at the discretion of the Director, of Australian Automotive Training and may be negotiated on an individual case-by-case basis.
	6. All requests for refunds will be acted upon within 14 days.