

Policy Name	Refund Policy		
Policy Number		Version	1.0
Policy Module	--		
Effective Date	01.07.2025		
Applicable Business Units	Australian Institute of Career Education (AICE)		
Relevant Standards			Standard References
RTO Standards 2025 Part 2 - Compliance Requirements		Division 3 Accountability	

Purpose

AICE is committed to providing quality training and assessment in accordance with the Standards for Registered Training Organisations (SRTOs 2025). The purpose of this policy is to provide for the appropriate handling of client refunds.

Policy Statement

AICE is committed to ensuring fair and reasonable refund practices.

AICE will:

- Implement and maintain a process for fair and reasonable refund of fees paid; and
- Provide refunds for fees and charges in accordance with this policy.

Definitions

The following words and expressions have the following specific meaning, as in the Standards for Registered Training Organisations (RTOs) 2025.

Accredited short course means a course that leads to a VET statement of attainment accredited by a VET Regulator in accordance with the Standards for VET Accredited Courses or the equivalent requirements in a non-referring state.

AQF certification documentation means the set of official documents which confirm that an AQF qualification or VET statement of attainment has been issued to an individual by a registered training organisation or any other entity authorised to do so.

AQF qualification means an Australian Qualifications Framework qualification type endorsed in a training package or accredited in a VET accredited course.

AQF Qualifications Issuance Policy means the document of that name, comprising part of the Australian Qualifications Framework, listed on the Australian Qualifications Framework website, and as in force from time to time.

Mode of delivery means the methods adopted by an NVR registered training organisation to deliver training and assessment to VET students.

Recognition of prior learning means an assessment process that involves assessment of an individual's relevant prior learning and experience (including skills and knowledge obtained through formal and informal learning) to determine the extent to which the individual meets requirements specified in the training product.

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Services means:

1. training and assessment.
2. training support services (but excludes counselling, mediation, and information and communication technology services); and
3. any activities related to the recruitment of VET students including marketing, enrolment, induction, or the collection of fees.

Skill set means a single unit of competency or a combination of units of competency from a training package which link to a licensing or regulatory requirement or a defined industry need.

Student Identifier has the meaning given in the *Student Identifiers Act 2014*.

Third party means any person who has an arrangement with an NVR registered training organisation to deliver services, but does not include:

1. employees of the organisation;
2. experts engaged by the organisation; or
3. government agencies and government funded agencies that refer VET students to the organisation and do not receive any payment from the organisation for doing so.

Trainer means a person who undertakes training for, or on behalf of an NVR registered training organisation.

Training means the process by which an NVR registered training organisation, or a third-party delivering services on its behalf, facilitates learning and the acquisition of competencies consistent with the requirements specified in the training product.

Training product means an AQF qualification, a skill set, a unit of competency, accredited short course or module.

Training support services means services and resources designed to support and skill VET students to meet training product requirements and complete the training product in which they are enrolled.

Unit of competency means the specification of the standards of performance required in the workplace as defined in a training product.

Validation means the review of the assessment system to ensure that:

1. assessment tools are consistent with the training product and the requirements set out in this instrument; and
2. assessments and assessment judgements are producing consistent outcomes.

Wellbeing support services means support services and resources to assist with VET students' physical, mental, and emotional wellbeing.

Policy Principles

Underpinning principles

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The following principles underpin this policy.

- a) Details of AICE Refund Policy are to be publicly available.
- b) Payment of all refunds is made within one week (seven days) of application for refund from the day of approval.
- c) AICE do not provide cash refunds.
- d) With regard to all withdrawals, AICE will firstly encourage a client to enrol on another course date, prior to processing refund applications.
- e) Written notification of withdrawal from a training program must be provided by a client to apply for a refund for a course. This may be via letter, email or the completion of the refund form.
- f) There is no refund applicable where a client has commenced their course/unit.
- g) There is no refund to participants who do not obtain their qualification after assessment.
- h) There is no refund for recognition of prior learning assessments after enrolment, where Recognition resources and services have been supplied to the client.
- i) AICE does not accept liability for loss or damage suffered in the event of withdrawal from a course by a client.
- j) AICE provides a full refund to all clients, should there be a need for AICE to cancel a course. In the first instance AICE will (where possible) provide an opportunity for the client to attend another scheduled course.
- k) If a student fails to arrive as per the course start time and without appropriate notice, course fees will not be refunded or allocated to another course. Strict course starts times apply and students will not be permitted entry or provided a refund if they are late.
- l) If AICE cancels a course, clients do not have to apply for a refund, AICE will process the refunds automatically.

1. Qualification / Accredited courses

Reason for Refund/Cancellation	Notification requirements	Refund/Cancellation Fee
Student withdraws	In writing, eight (8) calendar days or more prior to the course commencement	Enrolment Administration Fee \$250.00 less of the full course fee. Enrolment cancellation fee (RTO administrative processes for processing of enrolment, reporting and other administrative actions related to cancellation).
Student withdraws	In writing, within seven (7) calendar days prior to the course commencement.	Enrolment Administration \$250.00 less of the full course fee. Enrolment cancellation fee (RTO administrative

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		processes for processing of enrolment, reporting and other administrative actions related to cancellation).
Student withdraws	In writing, less than 24 hours prior to course commencement.	Nil Refund
Student withdrawn from the course by AICE	After course commencement, due to inappropriate behaviour	Nil Refund
Non-attendance/participation	Day of training/As per required timeframes for completion	Nil Refund
Assessment deemed Not Yet Competent or Not Satisfactory	--	Nil Refund
Any course cancelled by AICE	--	100% of the course fee (paid by the student)

2. Government Funded courses

Reason for Refund/Cancellation	Notification requirements	Refund/Cancellation Fee
Student withdraws	In writing, course enrolment may be withdrawn/cancelled in writing up at least one (1) working day prior to commencement of course; Including where; <ul style="list-style-type: none"> a unit is cancelled or re-scheduled to a time unsuitable to the student a student is not given a place due to the maximum number of places being reached. 	Full Refund of the applicable course fees. Resource and other fees refund is not applicable as we do not charge.
Student withdraws	Withdrawal prior to one (1) day of the commence of a unit	A full refund of course fees for the unit <ul style="list-style-type: none"> Full refund of resource fee for Diploma and Advance Diploma level 50% of the resource fee for below Diploma level
Student withdraws for reasons of personal circumstances beyond their control	At any time during the course of delivery. For e.g., compassionate and compelling circumstances etc.	Pro-rata refund will be applicable for the course fees and charges
Student requests for re-mark within 4 weeks of publishing results	Result changes from Not Yet Competent to Competent	Student is entitled for the refund of additional charges for re-assessment.
Any course cancelled by AICE	--	100% of the course fee (paid by the student)

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3. Short Courses, Individual Units of Competency & Skill Sets

Reason for Refund/Cancellation	Notification requirements	Refund/Cancellation Fee
Student withdraws	In writing, course enrolment may be cancelled in writing up to three (3) working days prior to commencement of course	Enrolment Administration Fee \$250.00 less of the full course fee.
Student withdraws	In writing, less than three (3) working days prior to the course commencement.	Nil Refund
Student withdrawn from the course by AICE	After course commencement, due to inappropriate behaviour	Nil Refund
Non-attendance/participation	Day of training/As per required timeframes for completion	Nil Refund
Entry not permitted due to late arrival	Day of training	Nil Refund
Assessment deemed Not Yet Competent or Not Satisfactory (This includes online pre-tests)	--	Nil Refund
Any course cancelled by AICE	--	100% of the course fee (paid by the student)

AICE Responsibilities

The RTO Manager of AICE is responsible for ensuring compliance with this policy and approval of applicable refund amount to the student.

AICE finance team will process refund requests within one week (seven days) from the day of receipt of approval.

The RTO administrator will be responsible for providing receipt of refund to the student and updating all records on the student management system prior to processing refund applications to the RTO Manager.

All records of refund and relevant documentation of evidence should be retained on aXcelerate for future reference and audit purposes.

Legislation

Legislation applicable to this policy include:

- National Vocational Education and Training Regulator Act 2011
- Student Identifier Act 2014 and Regulations.
- Copy Right Act 2011.

Access and Equity

The AICE Access & Equity Policy applies. (See Access & Equity Policy)

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Records Management

All documentation from Refund processes are maintained in accordance with Records Management Policy. (See Records Management Policy)

Monitoring and Improvement

All financial management, refund fees and charges practices are monitored by the RTO Manager of AICE and/or their delegate and subject to ongoing review during monthly Financial Review meetings. Areas for improvement are identified and acted upon (See Continuous Improvement Policy).

Policy Details			
Policy Author	Brijalkumar Soni	Approver	Binu Joseph
Policy Owner	AICE Pty Ltd	Review Date	01/07/2026
Relevant Procedures			
Relevant Guidelines	Part 2 Compliance Requirements - Division 3 Accountability		
References	Standards for Registered Training Organisations 2025		

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