



ROYAL VICTORIAN AERO CLUB

REFUNDS Policy & Procedure

1. Policy

This policy/procedure provides all staff and students information on the ability to apply for a refund of tuition fees in certain circumstances.

This refund policy applies to all students, including International enrolments, and those who are entitled to VET FEE HELP assistance, even if they choose not to access it.

All refund information is made available to students through the enrolment process and is included on the 'Enrolment Form' which the student signs prior to acceptance into a course of study with the Royal Victorian Aero Club and money accepted from a student.

Domestic Students

RVAC is a member of the Australian Council for Private Education & Training (ACPET) Tuition Assurance Scheme. This Assurance provides for Tuition Fee arrangements should RVAC cease to provide a VET course of study for Domestic Students. (Refer to 'Statement of VET Tuition Assurance').

Royal Victorian Aero Club (RVAC) will repay to a student who is, or would be entitled to VET FEE HELP assistance, any Vet tuition fees that he or she may have paid for a VET Unit of Study if the student withdraws from that unit on or before the relevant census date.

Where a student withdraws from a VET unit of study after the relevant census date any refund of VET tuition fees is at the discretion on RVAC. (Refer to 'Student Review Requirements & Re Crediting a FEE HELP Balance' Policy & Procedure).

International Students

For registration on the 'Commonwealth Register of Institutions and Course for Overseas Students' RVAC is a member of an Australian Government Tuition Protection Service (TPS). In the event of RVAC default, the TPS will attempt to locate the student in another school which is registered to provide a similar course. If that is not possible, the TPS will refund the student fees.

2. Procedure

The following procedures ensure all students are treated fairly and with integrity when applying for refunds. All refunds applications are to be submitted to Student Administration and the following procedures followed in assessing the application.

2.1 All 'refunds' are to be signed off by the Accountant and applications processed within Fourteen (14) days of the application being placed.

2.2 Refunds due to non delivery of course by RTO

Tuition fees to be refunded in full if:

- The course does not start on the agreed starting date
- The course stops being provided after it starts and before it is completed

Refunds under the above conditions will be paid in full to the student within 14 days.

The RTO may arrange for another course, or part of a course, to be provided to students at no (extra) cost to the student as an alternative to refunding course money. Where the student agrees to this arrangement, the RTO will not be liable to refund the money owed for the original enrolment.

2.3 Refunds based upon student application

All applications for refund must be made in writing by way of the 'Application for Refund' form (Appendix A) and submitted to Student Administration.

Please note where the student breaches the Royal Victorian Aero Club Policies and Procedures no refund is payable. Where a student withdraws from the course without extenuating circumstances only a partial refund is payable.

- Applications for refunds are to be processed by the Accountant within 14 days from the date of application.
- The assessment of refund applications shall be granted as indicated below:

| Outline of Refunds – Domestic / VET FEE Help | |
|--|-----------------------|
| Withdrawal prior to or on census date | Full refund |
| Withdrawal after census date | At discretion of RVAC |
| Course withdrawn by RTO | Full refund |
| The RTO is unable to provide the course for which the original enrolment and payment has been made | Full refund |

| Outline of Refunds – International Students | |
|--|---|
| Withdrawal prior to agreed start date | Full refund less application fee |
| Withdrawal after the agreed start date | Refund of remaining unused tuition fees |
| Course withdrawn by RTO | Full refund |
| The RTO is unable to provide the course for which the original enrolment and payment has been made | Full refund |
| RVAC refuses to provide or continue providing the course because: <ul style="list-style-type: none"> Misbehavior by the student | Refund of remaining unused tuition fees |

* Students may have extenuating circumstances that prevent them from attending scheduled course dates that may include but are not limited to illness, family or personal matters, or other reasons that are out of the ordinary. Where evidence can be successfully provided to support the student's circumstances, course fees may either be transferred to the next available course where applicable, or a refund of unused course fees will be issued. This decision of assessing the extenuating circumstances rests with the CEO and shall be assessed on a case by case situation.

2.4 Appealing Refund decisions

- All students have the right to appeal a refund decision made by the RTO. Student wishing to access the Complaints and Appeals Procedure from the RTO should contact Student Administrations Department.
- This policy and the availability of complaints and appeals processes, does not remove your right to take action under Australia's consumer protection laws.
- The RTO's dispute resolution processes do not remove the student's right to pursue other legal remedies where they feel necessary.

2.5 Further information

- If fees have been paid by a third party then refunds will be payable to that third party.
- Any information that you provide to RTO or that the RTO collects about you (including payments and refunds) can be given to authorised State and Commonwealth Agencies.

Review Date

This Policy shall remain current until it is reviewed on or before 1 April 2016

Approval Date

John Stuart Rushton



Appendix A

Application for Refund

Date: _____

Course: _____

Full Name: _____

Address: _____

Course Start Date: _____

I wish to apply for a refund for my tuition fees paid for course described above and my reasons for applying for a refund are:

| Please Tick Box | Refund Reason | Type of refund |
|--------------------------|--|-------------------------------|
| <input type="checkbox"/> | Withdrawal prior to or on census date | Full refund |
| <input type="checkbox"/> | Withdrawal after census date | At discretion of RVAC |
| <input type="checkbox"/> | Withdrawal prior to agreed start date | Full refund |
| <input type="checkbox"/> | Withdrawal after the agreed start date | refund of unused tuition fees |
| <input type="checkbox"/> | Course withdrawn by RTO | Full refund |
| <input type="checkbox"/> | The RTO is unable to provide the course for which the original enrolment and payment has been made | Full refund |

Student Signature: _____

Date: _____