



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 Student Loan assistance, even if they choose not to access it.

All refund information is made available to students through the enrolment process including the Student Handbook, and is included in 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

As of 1 January 2020, Royal Victorian Aero Club will have an arrangement with the Australian Government for Tuition Protection Service (TPS), to provide support and protection for domestic students accessing a VET Student Loan (VSL), in the event of provider default. (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 Student Loan 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 / VET Student Loan Balance' Policy & Procedure).

International Students

It is important to note that if Department of Home Affairs (DHA) refuses to issue a visa to a student, for whatever reason, any written agreement between the student and an education provider no longer remains in force. DHA will write to you to say your visa has been refused. You must give a copy of this notice to RVAC. The ESOS Act allows RVAC to keep some money to cover administration expenses. There is no refund of an application / enrolment fee if a student visa application is refused by the DHA.

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.

2.1 *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 or prior to the census date

Unused Tuition fees will be refunded if:

- The course stops being provided after it starts and before it is completed

RVAC 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, RVAC will not be liable to refund the money owed for the original enrolment.

2.2 *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. This policy and form can be accessed by contacting Student Administration or the RVAC website.

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.

- All 'refund applications' are to be assessed and processed by the Accountant within twenty eight (28) days of the application being placed.
- The assessment of refund applications shall be granted as indicated below:

Outline of Refunds – Domestic / VET Student Loan Assistance	
Withdrawal prior to or on census date	Full refund
Withdrawal after census date	At discretion of RVAC
Course withdrawn by RVAC prior to census date	Full refund
The RVAC is unable to commence the course for which the original enrolment and payment has been made	Full refund
The RVAC is unable to complete the course for which the original enrolment and payment has been made	Unused Fees

Outline of Refunds – International Students	
Withdrawal prior to agreed start date (Student Default)	Full refund less application fee
Withdrawal after the agreed start date	Refund of remaining unused tuition fees
Course withdrawn by RTO (Provider Default)	Full refund
The RTO is unable to provide the course for which the original enrolment and payment has been made (Provider Default)	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.

2.3 Appealing Refund decisions

- All students have the right to appeal a refund decision made by RVAC. Student wishing to access the Complaints and Appeals Procedure from RVAC 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.
- RVAC's dispute resolution processes do not remove the student's right to pursue other legal remedies where they feel necessary.

2.4 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 September 2020

(Ref: Standard for RTOs 2015 – Standard 5)

Version	Summary of changes	Author	Approved by	Effective Date
1.0.0	Initial approval	Brendan Burnett (BM)	John Stuart Rushton(CEO)	1/11/2010
1.1.0	Updated to reflect CRICOS compliance	Jeannine Kittle (RTO C & SA)	John Stuart Rushton(CEO)	1/11/2014
1.2.0	Updated to reflect reference to VET Student Loans	Jeannine Kittle (RTO C & SA)	John Stuart Rushton(CEO)	1/6/2016
1.3.0	Updated to reflect introduction of TPS for VSL	Jeannine Kittle (RTO C & SA)	John Stuart Rushton(CEO)	1/10/20



Appendix A

Application for Refund

Date: _____

Student Full Name: _____

Address: _____

Course: _____

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(Student Default)	Full refund (less app/enroll Fee)
<input type="checkbox"/>	Withdrawal after the agreed start date	Refund of unused tuition fees
<input type="checkbox"/>	Course withdrawn by RVAC (Provider Default)	Full refund
<input type="checkbox"/>	RVAC is unable to complete the course for which the original enrolment and payment has been made	Refund of unused tuition fees
<input type="checkbox"/>	Other _____ _____	At discretion of RVAC

Explanation _____

Bank Account Details for Refund
Bank Name:
Account Name:
Account Number Details:

Student Signature: _____

Date: _____

Office Use Only	
Outline action taken & outcome:	
Paid <input type="checkbox"/>	Not Paid <input type="checkbox"/> Date Paid:
Accountant signature:	Date: