

# REFUND POLICY

## PHASE 2 ENROLMENT AMATS Policy 2.05

### 1. Applicable Standards

Standards for Registered Training Organisations (RTOs) 2015  
Standard 5.3

### 2. Purpose

To ensure that AMA Training Services:

- informs and protects students by providing accurate advice about a course to ensure it meets their needs before they enrol
- ensures students are aware of costs, payment terms and conditions (including refund policies) and has in place an approved mechanism to protect pre-paid fees.

### 3. Definitions

<b>Standards</b>	Standards for Registered Training Organisations (RTOs) 2015
<b>Australian Qualifications Framework (AQF)</b>	Australian Qualifications Framework (AQF) means the framework for regulated qualifications in the Australian education and training system, as agreed by the Commonwealth, State and Territory ministerial council with responsibility for higher education.
<b>Learner</b>	Means a person being trained and/or assessed by the RTO for the purpose of issuing AQF certification documentation.

### 4. Policy

4.1 Where AMA Training Services collects fees from the individual learner, either directly or through a third party, it will provide, or direct the learner to, information prior to enrolment or the commencement of training and assessment, whichever comes first, specifying:

- a) all relevant fee information including:
  - i) fees that must be paid to the AMA Training Services; and
  - ii) payment terms and conditions including deposits and refunds;
- b) the learner's rights as a consumer, including but not limited to any statutory cooling-off period, if one applies;
- c) the learner's right to obtain a refund for services not provided by AMA Training Services in the event the:

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- i) arrangement is terminated early; or
- ii) AMA Training Services, or a contracted party fails to provide the agreed services.

### 4.2 Traineeships

- For classroom based learning, training in a unit of competency is deemed to have commenced on the first day of class or when the unit is assessed in the workplace.
- For self-paced learning, training is deemed to have commenced in a unit of competency once the training resource has been delivered and the trainer has discussed all requirements of the unit.
- Where a trainee withdraws from training, a refund is payable for those units of competency where the trainee lodges a withdrawal form before the census/withdrawal date for that unit.
- A refund is only payable on money received.
- Fees for units not commenced are refunded.

### 4.3 Fee for Service

- A 20% non-refundable deposit is required with the enrolment form for short courses. The balance of the course is required prior to course commencement. Placements on a course are not guaranteed until full payment is received.
- Cancellations received less than 3 working days prior to the commencement of the course will see the full fee being charged.
- Cancellation after course commencement will result in no refund.
- In the event that a course is cancelled by AMA Training Services, all participants will be notified and full refunds offered. Alternatively, participants will be offered a place on the next available course.
- Substitution of short course dates can be made prior to course commencement at no additional charge.

### 4.4 Protection of Fees Paid in Advance

Fees paid in advance are refundable to students and trainees where applicable under registration conditions outlined above. Student fees are protected by AMA Training Services through:

- Receipt and banking procedures.
- Cash handling procedures.
- Staff contracts of employment covering "Records and Accounts".
- Annual external audits by a Certified Practising Accountant.
- Funds available through AMA (WA) Inc.

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- Fees paid in advance to AMA Training Services are protected by an unconditional financial guarantee from our bank as required by the Standards for Registered Training Organisations 2015 (Schedule 6).

### 5. Policy Links

This Policy links with, and is to be read in conjunction with the following:

2.01 AMATS Enrolment Policy

6.01 AMATS Corporate Governance and Legislation Requirements Policy

### 6. Policy Documents and Supporting Material

2.03.01 AMATS Refund Request Form

### 7. Policy Review and Implementation

The General Manager Training and Recruitment is responsible for the implementation of this Policy and may delegate responsibilities for elements of this Policy. Where this occurs, this delegation must be recorded within this document.

This Policy is to be reviewed on an annual basis, or more frequently as required, with revisions detailed below.

Date of Issue and Revision	Description of Amendment	Reviewed (Coordinator/Manager)	Authorised (General Manager)
22.06.2018	Initial Draft Incorporates AMA Training Policy 1.11	Peigi Hinton	Jan Norberger
12.12.2019	Document Review – No changes made	Peigi Hinton	Jan Norberger
14.09.2021	Document review – minor changes made (job title)	Jia Shi	Jan Norberger