



REFUND POLICY

All applications for a refund are to be made to the CEO on the refund application form. The refund application form can be accompanied by any evidence you wish to present to support your application.

Applying for a refund

All applications for a refund must be made using AIO's Refund Application Form. This is available from the Administration Officer or AIO's website. All due fees must be paid up to date before applying for a refund.

Refund requests for full or partial refunds must:

- be made in writing on the Application for Refund Form,
- set out the reasons for the request;
- be accompanied by supporting documents as may be appropriate; and
- be forwarded to:

CEO

AIO Training Pty Ltd

Suite 302D @ Corporate One,

84-90 Hotham Street, Preston VIC 3072

Information provided by the student on the Refunds Application Form must include:

- date of the claim
- full name of student
- course in which the student was enrolled
- basis for making the claim
- amount claimed
- student's payment details
- student's signature
- documents relevant to consideration of the claim (if applicable)

Refund of fees other than tuition fees

- Application fees are non-refundable.
- Material fees are refundable if enrolment is cancelled more than 5 weeks prior to the agreed commencement date



Refunds of tuition Fees

The refund amount in the table below is based on any tuition fees collected from a student. Any commission paid to an agent in relation to the student's recruitment shall be deducted from the refund.

Situation	Refund
Where AIO Training is required to cancel a course before it commences due to insufficient numbers or for other unforeseen circumstances.	Full
If enrolment is cancelled 10 weeks prior to the agreed commencement date	80%
If enrolment is cancelled 5 weeks prior to the agreed commencement date	50%
If enrolment is cancelled less than 5 weeks prior to the agreed commencement date	NIL
After the commencement date.	Any tuition fee paid for the subsequent term will be fully refunded
AIO Training fails to provide the agreed services	100%
If a student provides, fraudulent or misleading information or documents for enrolment	NIL
Where a student refused to accept the allocation of work placement and does not meet the requirements of the course in the course duration	NIL
Where AIO Training initiates an enrolment cancellation for failure to comply with the enrolment agreement, AIO Training Student Code of Conduct, misconduct or not meeting satisfactory course progress requirements	NIL
A student not achieving the qualification or unit/s in which they enrolled due to exhausting their attempts at assessment	NIL
Recognition of prior learning assessments after enrolment, where Recognition resources and services have been supplied to the student	NIL

NB. Commencement date refers to the first day of the course as indicated in the welcome letter

Payment of refunds, to students who are entitled to a refund, are in accordance with the following;

- a) Written notification of withdrawal from a training program must be provided by a student to apply for a refund for a course. This may be via letter, email or the completion Course Variation Form.
- b) Should there be a need for AIO Training to cancel a course, instead of providing a refund, AIO Training may offer an alternative course for the student to attend.
- c) AIO Training does not accept liability for loss or damage suffered in the event of withdrawal from a course by a student.



- d) If AIO Training cancels a course, students do not need to apply for a refund, AIO Training will process the refunds automatically.
- e) The outcome of the refund assessment will be provided in writing to the student's registered address, within 28 business days outlining the decision and reasons for the decision along with any applicable refund or adjustment note.
- f) Students who are not satisfied with the outcome of the refund process may access our complaints and appeals process.
- g) All date calculations are based on the date the form is received by AIO Training, not the date the student has completed the form

Recording and payment of refunds

- a) AIO Training will only provide refund to the student unless a written request has been provided to pay the refund to a third person
- b) Records of refund assessments and issuance of refunds will be stored securely on the student's file and in our accounts keeping system.

Consumer protection laws

The agreement of the student to the conditions stated in the Enrolment Agreement, and the availability of complaints and appeals processes, does not remove the right of the student to take action under Australia's consumer protection laws.

Other legal remedies

These Terms and Conditions do not circumscribe the student's right to pursue any other legal remedies.