

# Refund Policy – DOMESTIC STUDENTS

## 1. Purpose

APEIRO INSTITUTE is committed to providing quality training and assessment in accordance with the Standards for Registered Training Organisations (SRTOs 2015). As such, APEIRO INSTITUTE is required to have and provide detail of a fair and reasonable refund process.

The purpose of this policy is to provide for the appropriate handling of client refunds.

## 2. Policy Statement

APEIRO INSTITUTE is committed to ensuring fair and reasonable refund practices.

APEIRO INSTITUTE will:

- Implement and maintain a process for fair and reasonable refund of fees paid; and
- Provide refunds for fees and charges paid by individuals / clients, where training and assessment activities have not been delivered.

## 3. Policy Principles

The following principles underpin this policy.

- a) Details concerning the scope of APEIRO INSTITUTE Refund Policy are to be clearly disseminated to prospective students prior to contractual arrangements being made, this dissemination is in the form of the Student Handbook, Application for Enrolment and Letter of Offer.
- b) Payment of all refunds is made within 28 (twenty eight days) of application for refund, once approved.
- c) With regard to all withdrawals, APEIRO INSTITUTE will firstly encourage a client to enrol on another course date, prior to processing refund applications.
- d) 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.
- e) The enrolment and material fees are NON - REFUNDABLE
- f) There is no refund to students who do not obtain their qualification after assessment.
- g) There is no refund for recognition of prior learning assessments after enrolment, where Recognition resources and services have been supplied to the client.
- h) APEIRO INSTITUTE does not accept liability for loss or damage suffered in the event of withdrawal from a course by a client.
- i) APEIRO INSTITUTE will only accept a maximum payment of \$1000 before commencement of studies and no more than \$1500 per month.
- j) APEIRO INSTITUTE provides a full refund to all clients, should there be a need for APEIRO INSTITUTE to cancel a course. In the first instance APEIRO INSTITUTE will (where possible) provide an opportunity for the client to attend another scheduled course.

- k) If APEIRO INSTITUTE cancels a course, clients do not have to apply for a refund, APEIRO INSTITUTE will process the refunds automatically.
- l) Refunds for cancellation of course are granted on a sliding scale (See Below 3.1)

### 3.1 Short Courses & Skill Sets

Refunds for enrolments in individual classroom based courses will be calculated in accordance with the following sliding scale.

Table 1 -Refund and Cancellation			
Reason for Refund/Cancellation	Notification Period	Refund	Cancellation Fee
Student Default	More than 4 weeks before course commences	Full refund less <b>Cancellation administration Fee</b>	\$300
	4 weeks or less before course commencement	40% of a course fee	60% of course fee
	After course commencement	No Refund	100% of course fee
<p><b>Student Default</b> occurs when:</p> <ul style="list-style-type: none"> <li>• The course starts at the location on the agreed starting day, but the student does not start the course on that day (and has not previously withdrawn); or</li> <li>• The student withdraws from the course at the location (either before or after the agreed starting day); or</li> <li>• APEIRO INSTITUTE refuses to provide, or continue providing, the course to the student because of one or more of the following events:               <ul style="list-style-type: none"> <li>➤ The student failed to pay an amount he or she was liable to pay the provider, directly or indirectly, in order to undertake the course;</li> <li>➤ Breach of Apeiro Institute’s Policies as outlined in the Student Handbook.</li> </ul> </li> </ul>			
<p><b>Refunds after APEIRO INSTITUTE Default</b></p> <p>In the unlikely event of APEIRO INSTITUTE default, <b>within 14 days of the default</b>, APEIRO INSTITUTE will:</p> <ul style="list-style-type: none"> <li>• Either offer you an alternative place at APEIRO INSTITUTES’ expense, that is accepted by you in writing; or</li> <li>• Refund you the unused portion of the prepaid fees.</li> </ul>			

## 4. APEIRO INSTITUTE Responsibilities

The Operations Manager APEIRO INSTITUTE is responsible for ensuring compliance with this policy. Operations Manager of APEIRO INSTITUTE will process refund requests as per this policy.

## **5. Access & Equity**

The APEIRO INSTITUTE Access & Equity Policy applies. (See Access & Equity Policy)

## **6. Records Management**

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

## **7. Monitoring and Improvement**

All Refund practices are monitored by the CEO APEIRO INSTITUTE and areas for improvement identified and acted upon. (See Continuous Improvement Policy)