

Fees and Refund Policy

Purpose

This policy applies to fees collected from clients/students for all courses, training delivered through Ausintec Academy of accredited and non-accredited courses.

Terms

Ausintec Academy: Ausintec Academy or any of its trading companies. Eg. We; T/A Online Horse College; International Horse College; Ausintec

Student/s: refers to both company and public individuals (clients).

Standards: the Standards for Registered Training Organisations (RTOs) 2015 from the VET Quality Framework

ASQA: Australian Skills Quality Authority, the national VET regulator and the RTO's registering body

Cooling off period: a period during which a student may cancel an enrolment.

General Refund Information

Ausintec Academy are not required to provide a refund if you change your mind about the course that you chose to enrol into.

Processing of Refunds

- All refunds will be processed and paid by direct transfer to the person/organisation who initially made the payment to Ausintec Academy. Details of the bank account details must be supplied with any application for a refund of course fees.
- All applications for a refund are required to be reviewed by the Office Manager or Director for approval and will only be considered if all other options (eg. deferral of course, additional support, transfer of fees to another course, etc.) have been considered.

Ausintec Academy has a preference to discuss and resolve any issues pertaining to a request for refund of course fees and will work with students to resolve any issues within the capacity of Ausintec Academy, as determined by Ausintec Academy, to allow the student to continue with their study and achieve their qualification.

- Students have a **30 day cooling off period from the date of access** to their Student Portal/course content, to request a refund of course fees paid. The refund amount will not exceed 80% of the full course cost (due to cost of software licence fees; administration fees; assessor costs, support, etc..)
- All refunds will incur a 10% administration fee of the full course cost for processing, regardless of circumstances.

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- Ausintec Academy courses are GST-free. However, GST may be incurred on other expenses.
- The student has rights as a consumer, including but not limited to any statutory cooling-off period if one applies.
- Student who have not responded to contact by Ausintec Academy on three consecutive occasions, either by phone, text message, email, social media, from details supplied on the student's enrolment form, may have their course cancelled without notice by Ausintec
- Students who have not accessed their course material or submitted results for a period of not less than three (3) months, may have their course of study cancelled without notice by Ausintec Academy

Formal Refund Procedure:

For a student to receive a refund for fees collected, a Request to Withdraw Form must be completed and submitted to Ausintec Academy. The request must outline the details and reason for their request. Students who have not completed a Request to Withdraw Form are not eligible for consideration of any amount of refund.

Eligibility for a refund (within the 30 day cooling off period) will be assessed based on the services provided to the student and the costs incurred by Ausintec Academy. All refunds will incur a 10% administration fee of the full course cost for processing regardless of circumstances.

If the student has commenced their studies (either orientation, pre-requisite required units, or course of study), but has not completed the course agreed to, the decision will be made by the Office Manager on the percentage of the fees which will be refunded. A full refund will not be granted.

In the instance that Ausintec Academy closes and must discontinue a course for any reason, students who have paid in full will be informed directly by management regarding their eligibility for a refund.

Complaints/Refunds

All requests for a full or partial refund of course fees, received in accordance with the formal Refund Policy procedure will be considered and processed within a 30 day timeframe. Ausintec Academy reserves the right to extend this timeframe by 30 days at Ausintec Academy's discretion if it is determined by Ausintec Academy that the extension is required.

Refund Complaints and Appeals

A partial refund may be approved following an investigation of a formal complaint. However, if the correct complaint process is not followed by the student, no refund will be permitted.

If a certificate has been issued and a refund is authorised, the certificate will be revoked. Receiving a certificate or statement of attainment and receiving a refund is not permitted.

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Discounted Courses

Unless specifically stated in the terms and conditions of the discount offer prior to enrolment, discounted courses are subject to the same refund policies as all other courses.

Government Funded Courses (Courses of study subsidised by the State or Federal Government funding programs and the student pays a co-contribution fee/s. eg. C3G or HLS funded courses)

If an application is withdrawn or if the applicant is not eligible for funding, a full refund of the co-contribution fees is permitted.

No refund will be permitted if the application has been processed and it is determined that the student is eligible for funding.

Government funded students who withdraw from a course and wish to seek a refund, must request this in writing using the Application for Refund Form. Student who have not completed a Request to Withdraw Form are not eligible for consideration of a refund.

Replacement Certificates or Statement of Attainments

For one-off Certificate or Statement of Attainment replacement requests, no fee will be charged for an electronic copy/soft copy. For group or large quantity replacements, a fee may be charged at Ausintec Academy's discretion and this will be advised to the student prior to reprinting and reissue.

A \$50.00 fee per copy will apply for the reprint of Certificates or Statement of Attainments.

There is no additional charge for Credit Transfer.