

Purpose

This policy outlines how Ausintec Academy manages student fees, refunds, and prepaid fee protection, in compliance with the Standards for RTOs 2025 and Australian Consumer Law (ACL).

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) 2025 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.

Scope

This policy applies to all accredited and non-accredited courses delivered by Ausintec Academy, and to all students (including fee-for-service, government-funded, and co-contribution arrangements).

General Principles

- Ausintec Academy ensures fees and refund arrangements are transparent, fair, and reasonable.
- Refund conditions are provided before enrolment via the Enrolment Agreement, website, and Student Handbook.
- Ausintec Academy complies with the Standards for RTOs 2025 regarding the protection of prepaid fees.

Prepaid Fees

- Ausintec Academy will not collect more than \$1,500 in prepaid fees from any individual student at the time of enrolment.
- If a student's course fee is greater than \$1,500, a payment plan will be established, linked to progression through the course.
- If more than \$1,500 is collected, Ausintec Academy will implement ASQA-approved protection arrangements (e.g., trust account, bank guarantee, or tuition assurance scheme).

Cooling-Off and Student-Initiated Withdrawals

1. Cooling-Off Period

- Students have a 10 business day cooling-off period from the date of signing the Enrolment Agreement or first access to the Student Portal (whichever is later).
- A full refund of all fees paid (minus a \$150 administration fee or the actual costs incurred, whichever is lower) will be issued if the withdrawal is lodged in writing during this period.

2. Refund Schedule for Withdrawals (after cooling-off)

- Withdrawal before course commencement: 100% refund of fees paid, minus reasonable costs already incurred (e.g., licences, materials, administration).
- Withdrawal after course commencement but before 25% of course completed: 50% refund of unused portion of fees.
- Withdrawal after 25% of course completed: No refund (unless provider default applies).

Refund & Cancellation Policy

Provider Default (Course Cancellation or Closure)

- If Ausintec Academy cancels or is unable to deliver a course:
 - Students will be offered a full refund of all unused fees paid, or
 - A transfer to an equivalent or alternative course (with student agreement).
- Refunds in cases of provider default will be issued within 14 business days.

Refund Application Process

- Students must complete and submit a Request to Withdraw and Refund Form, stating reasons and supporting evidence.
- Refunds will be processed by direct bank transfer to the original payer.
- Refunds will be processed within 14 business days of approval (unless exceptional circumstances apply).

Non-Engagement and Course Cancellation

Students who have not responded to contact from Ausintec Academy on **three consecutive occasions** (via phone, text, email, or social media using details provided at enrolment) may have their course cancelled without notice.

Students who have not accessed their course material or submitted results for a period of **not less than three (3) months** may have their enrolment cancelled without notice.

Course cancellations due to non-engagement do not automatically entitle the student to a refund. Refund eligibility will be assessed under this policy.

Complaints and Appeals

- Students who are dissatisfied with a refund decision may access Ausintec Academy's Complaints and Appeals Policy.
- No penalty will apply for lodging an appeal.

Government-Funded Students

- If a student is deemed ineligible for government funding after enrolment, any co-contribution fees paid will be refunded in full.
- If funding is approved and the student withdraws after commencement, the standard refund schedule applies.

Replacement of Certificates or Statements of Attainment

- Electronic replacement copies are free.
- Hard copy replacements incur a \$50 fee per copy.

Consumer Rights

This policy does not limit a student's rights under Australian Consumer Law (ACL). Students are entitled to remedies for services that are not provided with due care and skill, not fit for purpose, or not delivered as agreed.