

Refund Policy and Procedure

1. Policy

This policy/procedure provides all staff and clients (students / employers) information on the refund arrangements that are in place within Apex HR.

The following procedures ensure all clients are treated fairly and with integrity when applying for refunds. All refund applications are to be submitted to Student Administration and the following procedures followed in assessing the refund application.

All refund information is to be made available to clients prior to enrolment through:

- Student Information Handbook
- The RTO's website
- The enrolment form / Employer Training Services Agreement which is completed and signed prior to acceptance into a course of study with Apex HR.

2. Procedure

2.1 Refund applications

- Any student wishing to apply for a refund must complete a 'Refund Application Form' and submit this form to Student Administration. The application form can be accessed by:
 - Contacting student administration
 - Accessing the RTO's website
- All refund applications are to be assessed by the Student Administration and applications processed within fourteen (14) days of the application being placed. Where a student is entitled to a refund the General Manager is required to process the refund payment as required.
- Payment of a refund application cancels a student's enrolment.

Please note: Where the student breaches the Apex HR Policies and Procedures no refund is payable.

2.2 Refunds due to non-delivery of course by RTO

Tuition fees are to be refunded in full if the RTO is unable to commence the course as agreed due to unforeseen circumstances.

Any 'unused tuition' fees are to be refunded where the RTO is unable to complete the course due to unforeseen circumstances.

Where there is an instance of provider default in the above circumstances, Apex HR may arrange for another course, or part of a course, to be provided to students at no (extra) cost to the student as an alternative to refunding course money. Where the student agrees to this arrangement, Apex HR will not be liable to refund the money owed for the original enrolment.

Outline of Refund Arrangements	
The RTO is unable to commence the course for which the original enrolment and payment has been made.	Full refund or alternative placement in a course
The RTO is unable to continue to deliver the course as agreed.	Partial refund or alternative placement in a course

2.3 Refunds based upon student application

Applications for refunds are to be processed by the General Manager within 14 days from the date of application.

Where a student is unable to complete their course, they may be eligible for a refund of tuition fees. Where a student withdraws from the course without extenuating circumstances only a partial refund is payable. A refund of tuition fees is only payable in certain circumstances and these circumstances and amounts are provided to students prior to confirming enrolment.

Apex HR's refund arrangements are as follows:

Outline of Refund Arrangements	
Withdrawal more than two weeks prior to agreed start date	Full refund
Withdrawal less than 7 days prior to the agreed start date	Full refund minus a \$50.00 Administration fee
Withdrawal up to after 4 weeks of the course commencement	Refund of unused tuition fees less a \$50.00 Administration fee

Extenuating circumstances

Students may have extenuating circumstances that prevent them from attending scheduled course dates. These circumstances may include (but are not limited to):

- Illness
- Family or personal matters
- Other extraordinary reasons

Where evidence can be successfully provided to support the student's circumstances, course fees may either be transferred to the next available course where applicable, or a refund of unused course fees will be issued. This decision of assessing the extenuating circumstances rests with the General Manager and shall be assessed on a case by case situation.

2.4 Appealing Refund decisions

- All clients have the right to appeal a refund decision made by Apex HR by accessing the complaints and appeals policy and procedure.
- This policy and the availability of complaints and appeals processes, does not remove the client's right to take action under Australia's consumer protection laws, including but not limited to a statutory cooling-off period, if one applies.
- The RTO's dispute resolution processes do not remove the client's right to pursue other legal remedies where they feel necessary.

2.5 Further information

- If fees have been paid by a third party, then refunds will be payable to that third party.
- Any information that the client provides Apex HR or that Apex HR collects about the student (including payments and refunds) can be given to authorised State and Commonwealth Agencies.