

Refund Procedure



Document number	PRO-AUPI-Refund-v2023-1.2
Last review	27 December 2022
Implementation Date	1 January 2023
Authority	Chief Executive Officer or Nominee
Next review	27 December 2022
Related policies	<ul style="list-style-type: none"> ▪ Fee Administration and Refund Policy ▪ Enrolment Policy ▪ Complaints and Appeals Policy ▪ Continuous Improvement Policy
Related procedures	<ul style="list-style-type: none"> ▪ Complaints Procedure ▪ Appeals Procedure ▪ Continuous Improvement Procedure
Forms and supporting documents	<ul style="list-style-type: none"> ▪ Enrolment Form ▪ Refund Request Form ▪ Fees and Charges Sheet ▪ Refund Request Register ▪ Course Cancellation Request Form ▪ Continuous Improvement Register

Australian Polytechnic Institute Refunds Procedure

PURPOSE	This process serves as the guide and reference document for the refunds processing of Australian Polytechnic Institute. Changes to this procedure may only be made upon approval of the AUPI Management.
Governing Authority	CEO or Nominee

STEP 1 – Lodgement of Refund Request

No.	Who	Actions
1.1	Student	a. Client provides written notification of refund request via letter, email or completion of the Refund Request Form and Course Cancellation Request Form (if applicable).
1.2	Admissions Officer	b. Once the Refund Request Form has been received, contact the student to determine if other options or pathways are suitable. c. If student is withdrawing from commenced training, confirm with the student if a trainer and assessor has been in contact to discuss with him/her to determine reason for withdrawal and offer other options and pathways. d. If the student has not been contacted, encourage him or her to continue training where possible and provide options or applicable pathways. e. If student still decides to cancel or withdraw training, proceed to processing the refund.

STEP 2 – Processing the Refund Request

No.	Who	Actions
2.1	Admissions Officer	a. Review the Refund Request Form. b. Conduct refund eligibility assessment: <ul style="list-style-type: none"> i. Determine when student was enrolled. ii. Determine if student applied for refund within the cooling off period or beyond. iii. Determine payment method.

Refund Procedure



		<ul style="list-style-type: none"> c. Notify student that refund cannot be processed if the student is not eligible (beyond the cooling off period). d. In situations where the student wishes to claim for refund and experiencing personal difficulties, ask the student to send email to info@aupi.edu.au. e. Calculate refund if student is eligible. f. Update the Refund Request Register. g. Request for approval from AuPI Management before requesting for refund to be processed (<i>provide the AuPI Manager the link to the Refund Request Register</i>).
2.2	Manager	<ul style="list-style-type: none"> h. Review the Refund Request Form and other supporting documents (if applicable). i. If a refund is due and approved update the Refund Request Register and provide instruction to admissions officer for processing. j. If the refund is not approved update Refund Request Register and provide reason for decision.
2.3	Admissions Officer	<ul style="list-style-type: none"> k. If refund is due proceed with processing the refund. l. If refund request is not approved inform student including the reason for the decision. m. Provide student information about complaints and appeals should the student wish to dispute the outcome of their refund application.
STEP 3 – Finalising Refund		
No.	Who	Actions
3.1	Admissions Officer	<ul style="list-style-type: none"> a. Obtain student bank details (if applicable). b. Process the refund. c. Update Debit Success (if applicable). d. Update the Refund Request Register. e. Send information to Accounts for processing. f. File all documentation on student file. g. Inform student of the refund status and timeframes.



DEFINITIONS

1. **SRTOs 2015** means Standards for Registered Training Organisations (RTOs) 2015.
2. **ASQA** means Australian Skills Quality Authority.
3. **NRT** means Nationally Recognised Training.
4. **Cooling off period** means a period of time after receiving the payment where the payee can change their mind without incurring penalties against pre-paid fees
5. **Pre-paid fees** mean fees that are collected before the relevant services have been provided

RELATED LEGISLATION AND DOCUMENTS

1. References

- Standards for Registered Training Organisations (RTOs) 2015: <https://www.legislation.gov.au/Details/F2019C00503>
- Users' guide to Standards for RTOs 2015: <https://www.asqa.gov.au/standards/enrolment>

2. Related Policies

- Fee Administration and Refund Policy
- Enrolment Policy
- Complaints and Appeals Policy
- Continuous Improvement Procedure

3. Related Procedures

- Complaints Procedure
- Appeals Procedure
- Continuous Improvement Procedure

4. Forms and Supporting Documents

- Enrolment Form
- Refund Request Form
- Fees and Charges Sheet
- Refund Request Register
- Continuous Improvement Register

FEEDBACK

AUPI staff and students may provide feedback about this document by emailing info@aupi.com.au.

REVISION HISTORY

Implementation Date	Version Number	Amendment Details
1 January	1.2	Minor adjustments made – no impact on the previous refund policy and process.