

1. Purpose

This policy outlines AAMC Training Group's processes for the collection, protection, and administration of all course fees and charges.

AAMC Training Group is committed to providing quality training and assessment in accordance with the 2025 Standards for Registered Training Organisations (2025 SRTOs). As such, AAMC Training Group is required to have and provide details of a fair and reasonable refund process.

This policy applies to all VET students, employers, and third-party clients who pay fees to AAMC Training Group.

2. Policy Statement

All fee transactions and refund processes will be managed in line with the principles of the **Australian Consumer Law** and **Standard 2.3 (Information for learners)**.

AAMC Training Group is committed to ensuring fair and reasonable refund practices and ensures that learners are not financially disadvantaged due to RTO error, course cancellation, or non-delivery of services.

AAMC Training Group will:

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

3. Policy Principles

The following principles underpin this policy.

- a) Details of AAMC Training Group **Refund Policy** are to be publicly available.
- b) AAMC Training Group will ensure that VET students are aware of the refund policy prior to enrolment.
- c) Payment of all refunds is made within 7 business days of application for refund approval.
- d) With regard to all withdrawals, AAMC Training Group will firstly encourage a VET student to continue training or enrol on another course date, prior to processing refund applications.
- e) Written notification via email or letter must be provided for withdrawal from a training program by the VET student and to apply for a refund from a course.
- f) Generally, there is no refund applicable where a VET student has commenced their course/unit. However, in extenuating circumstances or serious medical issues, AAMC Training may provide a refund. See 3.1 Refund Scale for further guidance.
- g) There is no refund to participants who do not obtain their qualification after assessment.
- h) There is no refund for recognition of prior learning assessments after enrolment, where the evidence kit, resources and/or services have been supplied to the VET student.
- i) AAMC Training Group does not accept liability for loss or damage suffered in the event of withdrawal from a course by a VET student.
- j) AAMC Training Group provides a full refund to all VET students, should there be a need for AAMC

Training Group to cancel a course. In the first instance AAMC Training Group will (where possible) provide an opportunity for the VET student to attend another scheduled course.

- k) If AAMC Training Group cancels a course, VET students do not have to apply for a refund, and the RTO will process the refunds automatically.
- l) Refunds for cancellation of enrolments are granted on a sliding scale (see 3.1 table) and are processed using the payment method the student used to enrol.

3.1 Refund Scale

Information on fees, charges, and refund conditions will be made available:

- in all third-party agreements and corporate client proposals
- on the AAMC Training Group website
- in all relevant marketing materials, enrolment application forms, and learner handbooks, and
- the Learner Management System (LMS) where applicable.

Refund payments will be processed using the payment method the student used to enrol.

Refunds for enrolments will be calculated in accordance with the following sliding scale.

REASON FOR REFUND	NOTIFICATION REQUIREMENTS	REFUND
BEFORE course commencement		
Withdrawal from scheduled trainer led face-to-face classes	In writing, fourteen (14) calendar days or more prior to scheduled course commencement	100% of the course fee paid by the VET student less \$147 cancellation fee
Withdrawal from scheduled trainer led face-to-face classes	In writing, within seven (7) to thirteen (13) calendar days prior to the course commencement.	50% of the course fee paid by the VET student less \$147 cancellation fee
Withdrawal from scheduled trainer led face-to-face classes	In writing, less than seven (7) calendar days prior to course commencement.	No refund If the cancellation is due to extreme unforeseen circumstances any refund will be at the discretion of AAMC Training.
AFTER course commencement		
AAMC Training Group withdraws VET student from the course due to inappropriate and/or abusive behaviour towards staff or other students.		No refund
Course cancelled by AAMC Training Group		100% of the paid course fee
VET student withdraws from online or RPL course for medical reasons – medical certificate is required		
Medical certificate provided for serious medical reasons	Not commenced or attempted	100% of the course fee paid by the VET student will be refunded
Medical certificate provided for serious medical reasons	Less than 50% of course assessed	25% of the course fee paid by the VET student will be refunded.
Medical certificate provided for serious medical reasons	50% or more of course assessed	No refund

4. AAMC Training Group Responsibilities

The Managing Director of AAMC Training Group is responsible for ensuring compliance with this policy.

Lead Staff of AAMC Training Group will process refund requests within 7 business days from receipt of the request.

5. Access & Equity

The AAMC Training Group Access & Equity Policy applies. (See Access & Equity Policy).

6. Records Management

Refund statistics, withdrawals, and learner feedback are analysed regularly to identify systemic issues or trends.

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 General Manager of AAMC Training Group and areas for improvement identified and acted upon by the Compliance Coordinator. (See Continuous Improvement Policy).

VERSION CONTROL

Version Control Table				
Date	Summary of Modifications	Modified by	Version	Next Review Date
1st July 2025	Version 1 produced in compliance with the 2025 Standards for RTOs	Michelle Firth	1.0	1 July 2026