



## Refund and Cancellation Policy & Procedure

Australian Industry Training Providers (AITP) has a refund policy designed to be fair and equitable for clients and AITP as the Registered Training Organisation (RTO). At its foundation is the timing of the withdrawal or cancellation and the surrounding circumstances.

### **Notice of withdrawal/cancellation of enrolment**

Clients must advise AITP in writing of their intention to withdraw or cancel their enrolment.

Applications must be addressed to the Operations Manager of AITP clearly outlining the reasons and sent to PO Box 4051, Victoria Park WA 6979.

Should a private student withdraw or cancel their enrolment for any reason other than illness, with less than two week's notice, they will forfeit 10% of the course cost.

AITP will apply the standard Department of Training and Workforce Developments (DTWD) current VET Fees and Charges Policy for all Future Skills WA withdrawals and refunds.

### **Withdrawal from a course or training program**

#### **Private Funded Students and Short Courses**

Once participation has commenced in the course/unit no refund is available to students who leave prior to finishing their studies unless due to extenuating circumstances.

AITP will approve a pro rata refund during the course of delivery; if students withdraw for reasons of personal circumstances beyond their control.

In all cases, relevant documentary evidence (for example, medical certificate) is required.

#### **Future Skills WA (Government Funded)**

##### Full refunds

Clients who withdraw formally and lodge a refund request are entitled to a full refund of the applicable course fee, resource fee and other fees where:

- A unit is cancelled or re-scheduled to a time unsuitable to the client; or
- a client is not given a place due to maximum number of places being reached.

##### Part and Pro Rata refunds

Clients who lodge a refund request before 20% of the completion dates for the unit, will be eligible for a full refund of the course fee and 50% of the resource fee.

AITP will approve a pro rata refund during the course of delivery; if students withdraw for reasons of personal circumstances beyond their control. In all cases, relevant documentary evidence (for example, medical certificate) is required.

#### **Request for Refund**

Please use the Refund Request Form on our website under Forms & Templates.