

UTP23 – Refunds Policy and Procedure

Title: UTP23 - Refunds Policy and Procedure

Published Date: 1/10/2021

Version: 1.1

Contents

1. Policy	2
2. Scope	2
3. Responsibilities	2
4. Definitions	2
5. Related documents	2
6. Provisions of information.....	3
7. Content	3
8. Procedure.....	4
9. Revision History	7

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1. Policy

This policy sets out information relating to fees and charges refunds. It defines when refunds are payable, when they are not and under what circumstances.

2. Scope

This policy relates to all fees and charges paid by students or prospective students who have applied for courses at UTAIT.

3. Responsibilities

The refund policy is the responsibility of the Director of Compliance.

4. Definitions

Refund: repayment of monies previously paid to UTAIT for course fees or any other charges in relation to student services for which an agreement is in place.

Tuition Fees: Charges incurred for training services

Administration Fees: Charges incurred for processing the initial application

Materials Fees: Charges incurred in addition to the Tuition Fees for the provision of such items as course books and other material, protective clothing or uniform or any other item that a student must purchase and will keep following the conclusion of the course

Other Fees: Charge incurred for services not included in Tuition Fees, Application and Administration Fees or Materials fees

Cooling Off Period: a period of time within 10 working days of the date the student make the payment to the insitute, in which the student can change his/her mind and withdraw their enrolment. Written notification of the change of mind must be received by UTAIT within this 10 working day period. However, if the student chooses to receive the training/assessment services from UTAIT within this 10 working days, the student will automatically loose his/her right to cool off.

5. Related documents

UTF01 - Application for Enrolment Form

UTF35 - Refund Application FORM

UTP28 - Fees and Charges Policy and Procedure

UTP35 - Complaints and Appeals Policy and Procedure

Student handbook

Student Written Agreement

6. Provisions of information

This refund policy and procedure is made available to applicants and students through a number of means:

- Student handbook
- UTF01 Application for enrolment
- By a request to administration for a copy of this policy and procedure
- On the UTAIT website www.utait.edu.au

7. Content

7.1) Once a student has paid a deposit, or paid for their course in full, it is understood that the student has seriously considered all aspects of their chosen career path and has made a commitment to UTAIT to complete their course. On receipt of such money and commitment, UTAIT has financial procedures to ensure adequate staff is employed; resources, materials, products and equipment are available for the number of students enrolled. All refund applications must be discussed with the Director of Compliance.

7.2) It is the policy of the UTA Institute of Technology (UTAIT) that all students are treated fairly and with integrity when applying for refunds. All refund applications are to be submitted to administration and processed in accordance with this policy.

7.3) Requests for a refund based on extenuating or compassionate circumstances will be considered on a case-by-case basis. All refunds are to be signed off by the Director of Compliance and applications processed within 10 working days of the application being placed.

7.4) If an enrolment is cancelled by UTAIT for breaching the Student Code of Conduct, no refund of the tuition fee will be given.

7.5) The Refund policy will be fair and reasonable to the student and will be based on how much notice is given.

7.6) Each Student acknowledges and agrees to the terms and conditions of the Refund Policy & Procedures on signing the Student Agreement.

7.7) The terms and conditions set out in this Refund Policy & Refund Procedures apply equally to commencing and continuing Students unless otherwise specified.

7.8) UTAIT reserves the right to amend these terms and conditions at any time to ensure compliance with applicable State and Federal laws and/or to amend the nonrefundable Application fee.

- 7.9) The funds paid for the Tuition fees must be cleared at the time that an Application for Refund is made by the student and all debts owing to UTAIT will be deducted from the refund due prior to payment.
- 7.10) The fees that will be considered for refund below will have been itemised in the agreement between the student and UTAIT and have been paid. Only official receipts issued by UTAIT will be taken as evidence of payment.
- 7.11) UTAIT may, in its absolute discretion, refund to the Student some or all Tuition fees where it determines that there are extenuating or compassionate circumstances.
- 7.12) Students will be entitled to change their mind during the cooling-off period and all Tuition fees will be refunded. Administration fee is not refundable.
- 7.13) This policy and the availability of complaints and appeals processes do not remove the right of students to take action under Australia's consumer protection laws. Also this policy does not restrict students to pursue other legal remedies.

8. Procedure

All refunds are processed on following basis

- a) All applications for refund must be made in writing, using the *UTF35 – Refund Application Form* and submitted to the Student Administration
- b) Please note: where the student withdraws from the course without notification no refund is payable.
- c) Applications for refunds are to be processed by administration within 10 working days from the date of receipt of the application
- d) The assessment of refund applications shall be granted as indicated below (NOTE when interpreting this table a week is defined as 7 calendar days):
- e) The refund will be paid to the same person or body from whom the payment was received on behalf of the Student, unless the Student gives direction to pay someone else.
- f) If a student is unsatisfied with the results of the decision regarding the refund, s/he may access the appeal process as outlined in the Institute's Complaints and Appeals Policy and Procedure.

Fee Type	Circumstance	Refund Amount
Tuition Fees	STUDENT DEFAULT	
	Withdrawal at least 4 weeks prior to agreed start date	75% Full refund
	Withdrawal at least 2 weeks prior to agreed start date	50% Full refund
	Withdrawal on or after the course start date	No refund
Tuition fee	UTAIT DEFAULT	
	Course withdrawn by UTAIT prior to start date	Full refund including application fee
	UTAIT is unable to provide the course for which the original offer was made	Full refund or assist students to find another registered provider
	UTAIT cannot continue delivering the qualification	UTAIT will offer alternative place that must be accepted or a refund of the unused portion of tuition fees.

Fee Type	Circumstance	Refund Amount
OTHER FEES AND CHARGES		
Application & Administration Fees	Only refundable when RTO does NOT deliver	Full Refund
Materials Fees	Fees for materials, text book and or uniforms.	Refund of unused Portion
Other Fees	Fees such as copying or re-issue of certificates	Refund in full IF the service has not been provided, otherwise unused portion only

9. Revision History

Version	Continuous Improvement Reason	Continuous Improvement Change
1.0	Original document	
1.1	Remove reference to ACPET	Remove ACPET in page 5 (Tuition fee – UTAIT default)