



National Provider Number: 52396

# Refund Policy

## 1. Purpose

Southern Aviation Pty Ltd is committed to providing quality training and assessment in accordance with the Standards for Registered Training Organisations (SRTOs 2015). As such, Southern Aviation Pty Ltd is required to have and provide detail of a fair and reasonable refund process.

The purpose of this policy is to provide for the appropriate handling of client refunds.

## 2. Policy Statement

Southern Aviation Pty Ltd is committed to ensuring fair and reasonable refund practices.

Southern Aviation Pty Ltd will:

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

## 3. Policy Principles

The following principles underpin this policy.

- a) Details of Southern Aviation Pty Ltd Refund Policy are to be publicly available.
- b) Payment of all refunds is made within one week (seven days) of application for refund.
- c) With regard to all withdrawals, Southern Aviation Pty Ltd will firstly encourage a client to enrol on another course date, prior to processing refund applications.
- d) Written notification of withdrawal from a training program must be provided by a client to apply for a refund for a course. This may be via letter, email.
- e) There is no refund applicable where a client has passed the census date their course/unit.
- f) There is no refund to participants who do not obtain their qualification after assessment.
- g) There is no refund for recognition of prior learning assessments after enrolment, where Recognition resources and services have been supplied to the client.
- h) Re-enrolment in a Vet unit of study by a student who has previously withdrawn from a unit of study will need to be in writing stating their request to re-enrol and

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specify their planned return date to training and the unit(s) of study for which VSL is requested.

- i) Southern Aviation Pty Ltd does not accept liability for loss or damage suffered in the event of withdrawal from a course by a client.
- j) Southern Aviation Pty Ltd provides a full refund to all clients, should there be a need for Southern Aviation Pty Ltd to cancel a course. In the first instance Southern Aviation Pty Ltd will (where possible) provide an opportunity for the client to attend another scheduled course.
- k) If Southern Aviation Pty Ltd cancels a course, clients do not have to apply for a refund, Southern Aviation Pty Ltd will process the refunds automatically.
- l) Refunds for cancellation of enrolments are granted on a sliding scale (See Below 3.1 & 3.2).

### 3.1 Short Courses & Skill Sets

*Refunds for enrolments in individual classroom based courses will be calculated in accordance with the following sliding scale.*

Reason for Refund	Notification requirements	Refund
Client withdraws	In writing, eight (8) calendar days or more prior to the course commencement	100% of the course fee (paid by the client)
Client withdraws	In writing, within seven (7) calendar days prior to the course commencement.	75% of the full course fee (regardless of how much the Client has already paid)
Client withdraws	In writing, less than 24 hours prior to course commencement.	Nil Refund
Client withdraws	After course commencement, due to inappropriate behaviour	Nil Refund
Course cancelled by Southern Aviation Pty Ltd		100% of the course fee (paid by the client)

- a) A fee equal to 25 % of the full fee is charged where cancellations occur within seven (7) days before commencement of an enrolled course or assessment.
- b) Fees are refunded in full where the client submits in writing reason for withdrawal, eight (8) days or more prior to commencement of an enrolled course or assessment.

### 3.2 Qualifications / Accredited Courses

*Refunds for enrolments on nationally recognised qualifications (workplace based/traineeships) and accredited courses are subject to the following refund formula.*

Fee Type	Description	Fee \$
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Fee Type	Description	Fee \$
Enrolment cancellation fee	Withdrawal prior to commencement of course	No Charge
Unit of Study Fee – Course Commenced	Withdrawal prior to Census Dates for each unit of study	No Charge
Unit of Study Fee – Course Commenced	Withdrawal after Census Dates for each unit of study	Full Unit of Study fee claimed
Course cancelled by Southern Aviation Pty Ltd		100% of the course fee

#### 4. Re-crediting of FEE-HELP balances

A student who withdraws after the census date for a VET unit of study may apply for special circumstances in line with Student Review Policy for Re-Crediting a VETSL Balance for a VET Student Loan Enabled Course. There is no charge for reconsideration or review of decisions, other than review by the Administrative Appeals Tribunal (process explained below).

**4.1** A census date that is no earlier than 20% of the way through a VET unit of study will be set by Southern Aviation Pty Ltd for each unit of study. These dates are published on our webpage under Schedule of Fees.

As stated in the VET Student Loan ACT 2016, Section 89

- A student’s HELP balance can be re-credited under Division 2 or 3 of Part 6 of the Act.
- that a student may apply to the provider for the student’s HELP balance to be re-credited under section 68 of the Act because of special circumstances.
- that a student may apply to the Department (DESE) Secretary for the student’s HELP balance
  - to be re-credited under section 71 of the Act because:
    - Southern Aviation Pty Ltd engaged in unacceptable conduct in relation to the student’s application for the VET student loan; or
    - Southern Aviation Pty Ltd has failed to comply with the Act or an instrument under the Act and the failure has adversely affected the student.

#### 4.2 Re-Crediting a VETSL Debt:

If a student withdraws from a VET unit of study after the census date for that VET unit of study or has been unable to successfully complete a VET unit of study and believes this was due to special circumstances, the student may apply to have their VETSL balance re-credited for the affected VET units of study.

Southern Aviation Pty LTD will re-credit the student’s VETSL balance if it is satisfied that special circumstances apply which:

- are beyond the student’s control; and

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- did not make their full impact on the student until on or after the census date for the unit(s) of study in question; and
- make it impracticable for the student to complete the requirements for the unit(s) of study in question.

Special circumstances do not include:

- A lack of knowledge or understanding of VET Student Loan requirements under the scheme
- A normal change in arrangements, such as a change of work shifts or planned holiday
- A person's incapacity to repay a VET Student Loan debt, as repayments are income contingent, and the person can apply for a deferral of a compulsory repayment in certain circumstances.

Students must provide original, independent documentation as part of any application due to special circumstances. The documentation must clearly indicate the following:

- The level of impact of the special circumstance
- What the special circumstances were When they occurred
- How long they lasted
- That the circumstances made their full impact on, or after, the census date.

Each application will be examined and determined on its merits by considering a student's claim together with independent supporting documentation substantiating the claim. Initial applications for the re-crediting of a student's VETSL balance are to be made by contacting Southern Aviation Pty Ltd Administrator by phone or by email within 12 months of the withdrawal date, or if the student has not withdrawn, within 12 months of the end date of the VET unit of study.

- The Administrator will assess application(s) for the remittance and/or re-credit of tuition fees due to special circumstances, according to the quality of the independent supporting evidence provided by the student to substantiate their claim. The student will be provided with a decision, in writing, within 28 days of the submission of the application for assessment.
- If the application is successful, Southern Aviation Pty Ltd will re-credit the student's VET Student Loan balance with an amount equal to the amounts of VET Student Loan assistance that the student has received for the affected VET units of study and the student's VET Student Loan debt for those VET units of study will be removed
- If the application is unsuccessful, Southern Aviation Pty Ltd will advise the student of their rights for a review of the decision if they are not satisfied with its outcome and that a request for such a review must be lodged within 28 days from the day

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of receipt of the decision.

#### 4.3 Appealing a Decision:

The student can request a review of the decision in writing within 28 days from the day of receipt of the decision unless the Administrator allows a longer period. Students must specify the reasons for making the request and include any supporting documentation.

- Where a student is dissatisfied with the reviewed decision, they may lodge an appeal with the Administrative Appeals Tribunal (AAT) within 28 days of this written notice from the Review Officer. Full details of the application fee may be paid and applications cannot process until the fee has been paid or waived. Full details of the application process and fees payable are available on the AAT Registry's website: [www.aat.gov.au](http://www.aat.gov.au). Applications for fee waiver must be made to the AAT and refer to their website for more details.
- The Secretary of the Australian Government Department of Education and Training (DET), or the Secretary's delegate, will be the respondent for cases that are brought before the AAT. Upon DET's receipt of a notification from the AAT, DET will notify Southern Aviation Pty Ltd that an appeal has been lodged. Upon receipt of this notification from DET, the Administrator will provide DET with copies of all the documents they hold that are relevant to the appeal within five (5) business days.
- Applications for re-crediting by the Secretary, under section 71 of the Act must be made within 5 years after the census day for the course, or the part of the course, concerned, or within that period as extended by the Secretary.
- Under section 71 of the VET Student Loans Act, a student may apply to the Secretary for a re-credit of a FEE-HELP balance if; Southern Aviation Pty Ltd, or a person acting on behalf of Southern Aviation Pty Ltd, engaged in unacceptable conduct in relation to a student's application for the VET Student Loan; or, if Southern Aviation Pty Ltd has failed to comply with the Act or an instrument under the Act and the failure has adversely affected the student.
- The Secretary may re-credit a student's FEE HELP balance in relation to special circumstances if Southern Aviation Pty Ltd:
  - is unable to act or is being wound up or has been dissolved; or
  - has failed to act and the Secretary is satisfied that the failure is unreasonable.

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## 5. Southern Aviation Pty Ltd Responsibilities

The Director Southern Aviation Pty Ltd is responsible for ensuring compliance with this policy.

Administrator of Southern Aviation Pty Ltd will process refund requests within 1 week from the day of written receipt.

## 6. Access & Equity

The Southern Aviation Pty Ltd Access & Equity Policy applies. (See Access & Equity Policy)

## 7. Records Management

All documentation from Refund processes are maintained in accordance with Records Management Policy. (See Records Management Policy)

## 8. Monitoring and Improvement

All Refund practices are monitored by the Director Southern Aviation Pty Ltd and areas for improvement identified and acted upon. (See Continuous Improvement Policy)

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