

Refund procedure

1.0 Purpose

The purpose of this document is to describe the process used in the administration of student refunds

2.0 Scope

This procedure will apply across the RTO processes only

3.0 Procedure

The student will have signed the terms and conditions on their enrolment form at the time of enrolment. These are filed for reference purposes in the student enrolment logbook.

Terms and conditions are modified over time and these are notified to students by placement into the students' portals.

On a request for a refund in writing from the student, a decision on the refund request meeting the terms and conditions is made and notified to the student by the Operations Manager.

The Operations Manager will at the time, should a refund is refused; inform the student they have the opportunity for any appeal.

The Operations Manager will lodge an appeal on the student's behalf to the appeal board. The CEO and the president of ATOD (if necessary) will make a final determination and notify the Operations Manager in writing.



The decision of the appeals board (CEO and where necessary the President) will be conveyed to the student via the Operations Manager.

Where the decision to uphold the denial of the refund is made, the student will be advised they do have an option of applying for external appeal to Queensland Ombudsman or other independent party, but any initial costs for this will be borne by the student. Should this be found in favour of ATOD, any costs incurred by ATOD will be invoiced to the student (typically there are no costs incurred by ATOD in typical refund appeals). Where the appeal is granted to the student, ATOD will refund the cost of the course paid by the student plus any initial costs outlaid (cost for applying for the appeal no further costs associated with assistance with the appeal i.e. mediator fees or legal fees etc will for part of this refund amount) by the student in applying for this appeal. The decisions from this appeal will be deemed final.

On the decision to provide the refund the Operations Manager will notify the student to obtain bank details. On supply of those details the Operations Manager sends the approval by the CEO for the refund and the bank details to the Treasurer who arranges the refund through the accounts.