

# **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 refund will be made less \$500 plus the costs of any unit competencies achieved at the current unit costs.

Note a full refund will be made available to the student should ATOD need to cancel their course for any reason.

On the request for a refund, the student will need to notify their bank details which will be forwarded to accounts for processing. Accounts will typically process a refund within 21 days