

AUSTRALIAN TEACHERS OF DANCING 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 distance ATOD students only.

3.0 Procedure

It is important students understand their consumer rights. There are no statutory cooling off periods for enrolment. It is important that students read and agree to the Terms and Conditions.

ATOD informs the student prior to enrolment within the Terms and Conditions and within the marketing information of requirements for enrolment entry requirements.

These include:

- exams or auditions for entry;
- the need for a mentor studio with dance pupils to teach and video;
- the need for support from the mentor in terms of witnessing various activities.

Students are expected to have ongoing access to teach dance pupils throughout their enrolment period.

Australian Teachers of Dancing:

- provides services for a particular purpose or desired result - training. Students who enrol wish to gain qualifications or competencies in specific units and improve their skills and knowledge to improve their employability.
- makes no guarantees that completion of training will lead to employment.
- provides services with due care and skill. We are a registered RTO (no. 31624). We deliver Dance, Dance Teaching and Management and Musical Theatre qualifications. All our trainers have the required skills and qualifications to deliver/ assess the unit competencies to students in a safe environment.
- provides services within a reasonable time. *Distance students, when enrolled, progress through their studies at their pace* - refer to the Student Journey document. Trainers offer students gentle reminders to move toward their completion.

Students:

- are provided two years to their enrolment plus an additional six months.
- may purchase further extensions as per the Terms and Conditions they signed but they may also be charged further unit assessment costs should units / qualifications change during their enrolment. This is outlined in the Terms and Conditions. Students who do not make any contact with ATOD within three years of their original enrolment date will have their enrolment withdrawn / cancelled and no refund will be applicable.
- accept the Terms and Conditions at the time of enrolment. These are filed for reference purposes. Terms and Conditions are modified over time. Students will be notified of changes through email and a notice placed at the top of the portal. Students will be advised in the email should they access the portal post the change, it is deemed they have accepted the new T&Cs.

On a request for a refund in writing from the student (email is acceptable), a refund will be made less the enrolment fee and \$500 administration fee plus the costs of any unit competencies achieved at the current unit rate. The student should advise ATOD of their bank details, which will be forwarded to accounts for processing.

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

Refunds will be processed typically within 45 days.