



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 is 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:

- provide services for a particular purpose or desired result - training. Students who enrol wish to gain qualifications or competencies in specific units to improve their skills and knowledge for a potential to improve their employability
- make no guarantees that completion of training will lead to employment
- provide 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.
- provide services within a reasonable time. *Distance students, when enrolled, progress through their studies at their pace and within the enrolment period of 2 years plus 6 months* - refer to the Student Journey document. Trainers will



support students with appropriate strategies to permit students to complete within their scheduled enrolment period.

Students:

- are provided two years to their enrolment plus an additional six months.
- 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.

Refunds

On a written request for a refund from the student (email is acceptable), a refund will be made under the following conditions.


- The initial \$350 enrolment fee is non-refundable
- A withdrawal and cancellation by the student within the first 30 days of their enrolment date will result in any fees paid above the \$350 enrolment fee being refunded
- For any withdrawal and cancellation of enrolment between 30 days and 6 months of the enrolment date, ATOD will retain up to 25% of the course cost to cover administration & student support
- For any withdrawal and cancellation of enrolment between 6 months and 12 months of the enrolment date ATOD will retain up to 50% of the course cost to cover administration and student support
- For a withdrawal and cancellation after 12 months of enrolment date, ATOD will retain 100% of the course costs.

Upon requesting a refund, the student should advise ATOD of their bank details in the email which will be forwarded to accounts for processing.

Note: A full refund will be made available to the student should ATOD need to cancel the delivery of any distance course they are enrolled in for any reason.

An appeal of the above refund policy can be made within 7 days of the notification of withdraw/cancellation by the student in writing through the RTO Operations Manager to the CEO of ATOD under the following circumstances.

- The student suffers a **serious illness or injury** after enrolment preventing the student from completing. Supporting evidence from a medial practitioner will be required
- Exceptional circumstances beyond a student's control, which could not be foreseen prior to enrolment preventing the student from completing.
 - Being unwell for a couple of weeks does not provide evidence of being unable to complete the course. Students must make every effort to complete including requesting an extension,



before the consideration will be given regarding a refund. Any application for refund based on medical grounds must include a doctor's certificate and indicate that it is reasonable to state the illness/injury prevented completion of the course and that it was not a pre-existing condition

- Exceptional circumstances beyond a student's control does not include the normal changes of personal circumstances, like moving to a new house or change of relationship and living arrangements, or changing your level of commitment to completing the contracted study

Refunds under these circumstances do not remove the right of a student to take action under Australia's Consumer protections laws.

Approved refunds will be processed typically within 45 days.