

Cancelation & Refund Policy and Procedure

Course Cancelations

ATOD is committed to delivering high-quality services across all levels of its operation and ensuring that the withdrawal process for students is effective, timely, and fair.

In the event that a Student decides to withdraw from a qualification, the Student must provide written notice of their intent to withdraw. This notice must be sent either via email to rto@atod.net.au or through the designated withdrawal form available with the learning management system. The Student acknowledges and agrees that verbal withdrawal requests will not be accepted under any circumstances.

All withdrawal requests will be processed by ATOD within seven (7) business days from the date of receipt of the written request.

Right to withdraw Students:

ATOD reserves the right to withdraw any Student from a course in the event of academic misconduct, non-payment of tuition fees or failure to respond to ATOD's attempts to establish contact. Prior to any such withdrawal, the Student will be notified in writing. The Student acknowledges and agrees that such withdrawal will be at ATOD's discretion and that the Student will remain responsible for any outstanding tuition fees and obligations.

Student Refunds

Students who notify ATOD RTO of their intention to cancel their enrolment in a course, for any reason, will be entitled to a refund based on the following time frames:

- **Within 7 Days of Enrolment Confirmation:** The Student is entitled to a full refund under the cooling-off period, in accordance with the Australian Consumer Law.

- **8+ Days After Enrolment Confirmation:** A non-refundable enrolment fee of \$350 will apply.
- **Within 30 Days of Enrolment Receipt:** The Student is liable for 50% of the tuition fees, minus the non-refundable enrolment fee.
- **31+ Days After Enrolment Receipt:** The Student is liable for the full tuition fee, with no entitlement to a refund.

Students who opt to pay their tuition fees through a payment plan or instalments via Ezy pay are legally bound by the terms and conditions outlined herein. All outstanding fees and charges related to the enrolment are enforceable and must be paid in full, regardless of course cancellation.

Extenuating circumstances

In cases of extenuating circumstances, which can be evidenced and verified by ATOD, a formal out-of-policy arrangement, such as a course extension of up to six (6) months free of charge, may be granted. Such arrangements are made solely at the discretion of ATOD's Head of Business Services or their Delegated Authority.

If a Student wishes to postpone a course due to injury, ill health, or the death of an immediate family member, any fees paid may be transferred to a new course date without the enrolment fee, provided that a medical certificate or relevant documentation is supplied.

Students are strongly advised to carefully consider their work and personal commitments before enrolling to avoid the need for cancellation or postponement.

Refund Application Process

All applications for refunds must be submitted in writing by completing a Refund Request Form and providing relevant supporting documentation where required. Refunds will be processed as follows:

- Direct Debit: Refunds will be made via direct debit to the same bank account used for the initial payment of the tuition fees.
- Ezy pay Payments: If the Student has paid fees via Ezy pay, ATOD will process the refund to the bank account nominated by the Student.

All refunds will be processed within thirty (30) days from the date of refund approval.

Statutory cooling off period

In accordance with the Standards for Registered Training Organisations and the Australian Consumer Law (introduced in 2011), a statutory cooling-off period of ten (10) days applies to agreements established through unsolicited marketing or sales tactics, such as door-to-door sales or telemarketing. During this period, a consumer may withdraw from the agreement without penalty. All staff are advised to refer to the Australian Consumer Law Sales Practices Guide for further details on the statutory cooling-off period and our obligations for consumer protection during the enrolment process.