

# Fee and Refund Policy

*This policy explains Access All Areas Training (AAAT) fees and refund guidelines. The Policy refers to regulations around how AAAT must control our fees and outlines when a refund may be granted. Like all business we are governed by regulations which protect the learner as the consumer and AAAT as the business, these are considered in this policy.*

## Policy Summary

We regularly update the course content to ensure it remains current. As such we provide a fixed window of 3 months for students to complete their training with us. Most courses we offer can be completed within 6-8 hours. Therefore:

- A change of mind or not wanting to complete an assessment is not grounds for a refund.
- The request for refund has been received in writing within 7 days of enrolment, and
- The participant has not yet accessed the course.
- No course is non-transferable to another person.
- Abuse of staff or use of inappropriate language will result in forfeit of fees.

## Purpose

The purpose of this policy is to inform students and staff of the Access All Areas Training (AAAT) processes relating to course fees and refunds.

## Scope

The policy is applicable to all students who are enrolled in a course conducted by AAAT.

## Review and Improvement

The Head of Operations will review this policy on a needs basis.

## General

The Fees and Refunds Policy is guided by the principles of access, equity, fairness, and timeliness. AAAT is committed to:

- Considering course cancellation and refunds requests in a consistent, transparent, objective, and unbiased manner.
- Making all details of the procedures publicly available.
- Informing students of the policy pre-enrolment and advising students to read it at the commencement of a course.
- Specifying reasonable timelines for responses and reimbursement of monies at each stage of the process as applicable and monitoring of these timelines.
- Ensuring that such records are treated as confidential.

## Fees

- AAAT enrol students who have paid the required course fees in advance.
- AAAT's fees are stated on the website.
- Fees are payable to enable students to access our website, and the relevant course material. Paying the fee does not guarantee completion of the course or issuing a Statement of Attainment. A student does need to successfully complete the training and assessment to be issued your certificate.

## Requests for refunds

We regularly update the course content to ensure it remains current. As such we provide a fixed window of 3 months for students to complete their training with us. Most courses we offer can be completed within 6-8 hours. Therefore:

- A change of mind or not wanting to complete an assessment is not grounds for a refund.
- The request for refund has been received in writing within 7 days of enrolment and
- The participant has not yet accessed the course.
- No course is non-transferable to another person.
- Abuse of staff or use of inappropriate language will result in forfeit of fees.

## Refund/Reactivation/Course extension at RTO discretion

Depending on the circumstances, we may be able extend training periods beyond three (3) months if there have not been any material changes to the course content or assessment.

## Refund/Reactivation costs

- AAAT reserves the right to charge an admin fee of up to \$20.00 per course for refunds or reactivations.
- If a refund is issued, allow a few days for this to be reflected in your account.
- AAAT will only refund to the card with which the purchase was made.
- Our bank portal does not give us access to your bank or credit card details.