AUSTRALIAN INSTITUTE OF TRAINING SOLUTIONS

Refunds and Cancellations Policy and Procedure

Relevant Standards	Linked Documents
Outcome Standards 2025 Compliance Standards 2025	• Fees and Charges Policy • Complaints and Appeals Policy and Procedure • Student Code of Conduct

1. Purpose

This policy and procedure sets out when students are entitled to a refund of fees paid to the Australian Institute of Training Solutions (AITS), the rules for cancelling, missing or rescheduling training, and how refunds are requested and paid.

It ensures that AITS' refund arrangements are fair, transparent and published before enrolment, consistent with the Outcome Standards for RTOs 2025 and the Australian Consumer Law.

2. Scope

This policy applies to all fees paid to AITS by, or on behalf of, students enrolled in AITS courses, including fees paid by an employer or other third party. It forms part of the student's agreement with AITS.

3. Legislative Context

- Outcome Standards for RTOs 2025
- Compliance Standards for NVR Registered Training Organisations 2025
- Australian Consumer Law (Competition and Consumer Act 2010, Schedule 2)

4. Important Information: Refunds and Cancellations

4.1 Cancellations

Training cancellations must be at least 48 hours in advance of the in-person training to receive a refund (exceptions apply for medical emergencies but a Dr or hospital note must be cited by an AITS employee).

4.2 Non-attendance

If you do not attend your in-person training on your booked day, you are not entitled to a refund and rescheduling your training is then subject to availability as spots are limited.

4.3 Late arrival

Please be on time for your training. If you are more than 15 minutes late to your training on the day, you will need to rebook as you will have missed vital training information to pass your assessment. Rebooking your session will be subject to the availability of our trainers/course dates.

4.4 Online learning

If you are unable to log into your online portal or complete your online learning prior to the training day, please contact us at least 72 hours prior to your in-person training.

4.5 If AITS needs to reschedule

If our trainer becomes unavailable on your training date, we will contact you to reschedule your training to a different date.

If a suitable date can't be organised in the event that AITS needs to reschedule your training, you are entitled to a refund.

5. Full Refunds

Students are entitled to a full refund of fees and charges where:

- the student cancels at least 48 hours before their in-person training;
- a course is cancelled, or rescheduled to a time or location unsuitable to the student, and a suitable alternative date cannot be organised;
- a student is not given a place because the class is full;
- AITS is unable to deliver the course in full (for example, because the course does not start or stops being provided). In this case AITS will offer a place on another date or refund any fees paid for training not received, at the student's choice; or
- a student withdraws before the course commences because of a serious illness, injury or disability that prevents them from attending (a medical certificate is required).

6. Partial Refunds

After training has started, a pro-rata refund of the course fee may be considered for serious medical reasons only. A medical certificate is required.

7. No Refund

A refund will not be given where:

- the student cancels less than 48 hours before their in-person training, unless the medical emergency exception in 4.1 applies;
- the student does not attend their booked training (see 4.2);
- the student arrives more than 15 minutes late and needs to rebook (see 4.3);
- the student is removed from training, suspended or excluded for a breach of the Student Code of Conduct; or
- the student has supplied incorrect or fraudulent information to obtain a place.

Where no refund applies, AITS may offer to rebook the student's training, subject to the availability of trainers and course dates. Additional fees may apply, as set out in the Fees and Charges Policy.

AUSTRALIAN INSTITUTE OF TRAINING SOLUTIONS

8. Procedure for Claiming a Refund

8.1 Refunds when AITS cancels or reschedules

Where AITS cancels or reschedules training and a suitable date cannot be organised, AITS will contact the student and process the refund automatically. The student does not need to apply.

8.2 Refunds requested by students

1. The student contacts AITS by phone or in writing to cancel their booking or request a refund, giving the reason.
2. Where the request relies on a medical emergency, illness or injury, the student provides a doctor's or hospital note. An AITS employee records the evidence on the student's file.
3. AITS checks the request against this policy, and the CEO (or a person authorised by the CEO) approves or declines it.
4. AITS advises the student of the outcome in writing. Where a refund is approved, AITS pays it within four (4) weeks of receiving the request and any required evidence.

8.3 Payment of refunds

- Refunds are paid to the person or organisation that paid the fees (for example, the student or their employer), unless they direct AITS otherwise in writing.
- Refunds are paid by electronic funds transfer to an account nominated by the payer.
- AITS provides a written statement showing how the refund was calculated.

9. Complaints and Appeals

A student who disagrees with a refund decision may lodge a complaint or appeal under the AITS *Complaints and Appeals Policy and Procedure*.

Nothing in this policy limits a student's rights under the Australian Consumer Law, or their right to take action through an external body or the courts.

10. Recordkeeping and Review

AITS keeps records of all cancellations, refund requests, supporting evidence, decisions and payments for at least seven (7) years.

Refund decisions and timeframes are checked as part of AITS' annual internal audit, and this policy is reviewed annually by the Senior Management Committee, or earlier if legislation or the Standards change.

11. Responsibilities

Role / Position	Key Responsibilities
Chief Executive Officer (CEO)	Approves refund decisions (or authorises another person to do so) and ensures this policy complies with the 2025 Standards and the Australian Consumer Law.
Student Services / Administration Staff	Receive cancellations and refund requests, record supporting evidence, rebook training and advise students of outcomes.

Role / Position	Key Responsibilities
Finance / Accounts	Process approved refunds within the required timeframe and issue the refund statement.
Compliance Manager	Keeps refund records, checks timeframes and fairness, and reports any issues for continuous improvement.

12. Contact Us

Phone: 1300 266 408

Website: https://aits.edu.au