



REFUND POLICY

1. Applicable Standards

Revised Standards for Registered Training Organisations – Compliance Requirements
Article 18 & 19

National Code of Practice for Providers of Education and Training to Overseas Students
2018; Clause: 3.3.4 – 3.3.5 & 3.4

2. Purpose

To ensure that AMA College:

- informs and protects students by providing accurate advice about a course, ensuring it meets their needs before enrolment
- ensures students are aware of costs, payment terms, and conditions (including refund policies), and that an approved mechanism is in place to protect pre-paid fees.

3. Definitions

Standards	Standards for Registered Training Organisations (RTOs) 2015
Australian Qualifications Framework (AQF)	Australian Qualifications Framework (AQF) means the framework for regulated qualifications in the Australian education and training system, as agreed by the Commonwealth, State and Territory ministerial council with responsibility for higher education.
VET student	Means a person being trained and/or assessed by the RTO for the purpose of issuing AQF certification documentation.

4. Policy

4.1 Where AMA College collects fees from a prospective individual VET student, either directly or through a third party, it will provide, or direct the VET student to, information prior to enrolment or the commencement of training and assessment, whichever comes first, specifying:

- a) all relevant fee information including:
 - i) fees that must be paid to AMA College
 - ii) payment terms and conditions including deposits and refunds



REFUND POLICY

- b) the VET student's rights as a consumer, including but not limited to any statutory cooling-off period, if one applies
- c) the VET student's right to obtain a refund for services not provided by AMA College in the event the:
 - i) arrangement is terminated early; or
 - ii) AMA College, or a contracted party fails to provide the agreed services.

4.2 International Students

- Refund terms and conditions must be explicitly stated in the Letter of Offer, and student acknowledgement must be obtained before enrolment.

4.3 Diploma of Nursing & School Program Students

- Whether through classroom or online attendance, or by accessing resources via AMA College's Learning Management System (aXcelerate), any payments made become non-refundable immediately.

4.4 Protection of Fees Paid in Advance

Fees paid in advance are refundable to students and trainees, where applicable, under the registration conditions outlined above.

- Receipt and banking procedures.
- Staff contracts of employment covering "Records and Accounts".
- Annual external audits by a Certified Practicing Accountant.
- Funds available through AMA (WA) Inc.

5. Policy Review and Implementation

The Principal Executive Officer (PEO) is accountable for the implementation of this policy. The General Manager – Training is also responsible and may delegate responsibilities for specific elements.