

AMS RTO Deferral, Suspension, Cancellation and Refund Policy

Purpose

This policy and associated procedures outline AMS approach to managing the enrolment of students, specifically deferrals, suspensions, and cancellations.

This policy and associated procedures are not specifically related to any clauses in the Outcome Standards for RTOs but ensures there are the required processes in place for deferrals, suspensions and cancellations.

Policy Statement

AMS ensures all fees, refunds and cancellation practices are fair, transparent and clearly communicated to students prior to enrolment.

1. Student Initiated deferral or Suspension or Cancellation

Students can defer or suspend their studies. AMS allows the deferral or suspension of studies where evidence of compassionate or compelling circumstances can be provided by students.

Evidence of compassionate or compelling circumstances will be considered as part of the decision about suspension or cancellation.

Students may withdraw from their course at any time. Students are entitled to a refund as per AMS Fees and Refunds Policy and Associated Procedures.

2. Provider Initiated Suspension or Cancellation

A student's enrolment may be cancelled or suspended by AMS in a range of circumstances:

- misbehaviour (i.e., not abiding by the Student Code of Conduct as outlined in this Handbook)
- not paying course fees
- not meeting course progress and attendance requirements.

Not paying course fees and not meeting course progress and attendance requirements will be managed as documented within AMS procedures.

Any student who breaches the Code of Conduct as applicable to expected behaviour will be immediately suspended. Their case will be considered during the period of suspension, and the student may then be reinstated or have their enrolment cancelled.

Where any of the above circumstances apply, the student will be contacted in writing with regard to the intended suspension or cancellation and the reasons for this.

Students will be able to access the Complaints and Appeals Policy and Procedure to appeal the decision within 20 working days of receipt of the decision.

Students' enrolment will not be cancelled until the internal appeal process is complete, unless their health and wellbeing or that of others could be at risk.

3. Fees and Charges Information (Quotations)

AMS will provide students with a formalised quote that outlines all fees and associated costs for their chosen course. Credit card payments will incur an additional 1.2% processing fee.

4. Refund Eligibility

- All cancellations or transfer requests must be made in writing. Notification can be done by emailing training@amsaustralia.com using the subject line "Cancellation Request" or "Transfer Request". Over the phone requests or leaving a message with someone is not an acceptable form of notification.
- Eligible refunds will be refunded to the student within 30 days of a written application being received. The date the written notice is received by AMS is the date used for the calculation of the refund.

There is no refund applicable where the student (or employer):

- does not provide sufficient written notice of withdrawing from their chosen course as per the table outlined in 6 (Issuing Refunds) of this policy,
- withdraws from a course after the first day of learning has commenced (this is applicable to online or face-to-face learning),
- does not show up for their scheduled course ("no-show"),
- breaches the AMS Learner Agreement (Code of Conduct) as outlined via our enrolment portal and Student Handbook,
- does not obtain their qualification after assessment (this includes recognition of prior learning (RPL) where recognition resources and services have already been supplied to the candidate).

In the unlikely event that AMS cancels a course:

- AMS does not accept liability for loss or damage suffered in the event of cancellation or withdrawal from a course by a student.
- a full refund is available to students where AMS is unable to deliver a course at the location or date originally offered at the enrolment stage.

5. Issuing Refunds

AMS has developed a fair and reasonable cancellation policy, taking into consideration the amount of work that goes into administrating student enrolments and providing support and resources to students from the point of enrolment.

AMS will take extenuating circumstances into account on a case-by-case basis, at the discretion of the Training Lead.

	Reason	Notification	Refund
A	Enrolment request is withdrawn (cancelled)	In writing, ten (10) or more business days prior to the classroom session.	Full Refund
B		In writing, nine (9) or less business days prior to the classroom session.	50% Refund or Credit
C	Transfer is required (to different course date)	Option A and B are still applicable to transfers. We allow 1 transfer without penalty. If the student cancels after transfer (if transferred under Option B for example) the fee at the point of original transfer would be payable. Students that provide more than ten (10) business days' notice will be transferred without penalty.	We require notice if the student wish to transfer – see Option A and B.
D	Individual does not show up for the course.	No written notification received by AMS Training.	No Refund
E	Course is cancelled or postponed by AMS.	AMS will make every attempt to contact all enrolled individuals.	Full Refund

6. Extenuating Circumstances

Refunds under extenuating circumstances are accepted at the discretion of AMS. As a guide, this could include:

- student injury, illness, or medical condition,
- personal or family issues (injury, illness, or bereavement),

- participation in Defence Force or Emergency Services,
- unavoidable and unexpected work commitments not opted into on a voluntary basis,
- obligatory religious requirements, or
- further reasons including social and welfare.

7. Processing of Refunds

Where a refund is required, if payment was made via bank transfer, the refund will be returned to the original bank account from which the payment was made. Otherwise, AMS will contact the client to request the bank details to which the refund should be processed.

Refunds will be processed within 30 days of AMS approval, which will only occur after receipt of all required documentation from the student.

Responsibilities

The Accounts Department are responsible for the management of student funds and refunds.

The RTO & Training Lead is responsible for ensuring compliance with this policy and will organise refund requests to be processed within five business days from the day of request in writing.

Access and Equity

The AMS Access & Equity Policy applies to this policy (see Access & Equity Policy).

Records Management

All documentation from the processing of refunds will be recorded in Business Central.

Monitoring and Improvement

All cancellation and refund practices are approved and monitored by the RTO and Training Lead. Areas for improvement identified and acted upon (see Continuous Improvement Policy).