

## AMS RTO Cancellation and Refund Policy

### Purpose

The purpose of this policy is to outline Aerodrome Management Services (AMS) approach to providing pricing information to our students, demonstrate how fees paid in advance are protected, and how we process eligible refunds.

AMS has developed this policy to align with the requirements of Standard 5.3 (Fees and Charges Information), and Standard 7.3 (Protection of Pre-Paid Fees) of the Standards for Registered Training Organisations 2015.

AMS reserves the right to amend this policy at any time to ensure compliance with relevant legislation and regulations.

### Policy Statement

This policy primarily applies to students enrolled in Nationally Recognised courses at AMS. It applies to the refund of the unused portion of course enrolment fees for all courses.

AMS is committed to ensuring fair and reasonable cancellation notification expectations and refund practices for students and their employers.

Prior to enrolment Aerodrome Management Services Pty Ltd will provide all students with:

- clear and transparent course pricing (no hidden or 'surprise' costs), and
- our refund and cancellation Policy.

## 1 Policy Principles

### 1.1 Policy Transparency

The AMS Cancellation and Refund Policy is made publicly available via:

- PDF on the AMS website, and
- a summarised version is also included within the Student Handbook.

All enrolment confirmation letters for Nationally Recognised Training will include information relating to this policy via:

- a written reference within the confirmation letter template, including
  - a link to a PDF on the AMS website, and
- a copy of the Student Handbook.

### 1.2 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 1.5% processing fee, this will be reflected on the finalised invoice when paying through the AMS payment portal.

### 1.3 Settlement of Enrolment Fees

Students will be required to settle enrolment fees within 10 days from registration onto their chosen course (in alignment with point 1.4 of this policy).

### 1.4 Cooling Off Period

After enrolment, students are eligible for a 10-day cooling-off period, this aligns with the Australian Consumer Law (2010). Students who cancel their enrolment after ten (10) business days from the date of enrolment are entitled to a full refund.

### 1.5 Refund Eligibility

- All cancellations or transfer requests must be made in writing. Notification can be done by emailing [training@amsaustralia.com](mailto: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 1.6 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.

### 1.6 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)	<b>In writing</b> , ten (10) or more business days prior to the classroom session.	Full Refund
B		<b>In writing</b> , 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. <b>We allow 1 transfer without penalty.</b>  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

### 1.7 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.

### 1.8 Processing of Refunds

Due to merchant banking regulations, refunds can only be issued to the original card or account used to make payments. If more than one account or card has been used to make payments AMS may (at its discretion) process the refunds proportionate to the amount paid by each account or card. If the original card or account is no longer active, the student will be required to:

1. provide proof from the financial institution that the card or account is no longer active; and
2. provide new card or account details, including evidence that the account is in the student's name. AMS is unable to process a refund to an account with a different name.

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

## 2 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.

## 3 Access and Equity

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

## 4 Records Management

All documentation from the processing of refunds will be recorded in Xero or its successor.

## 5 Monitoring and Improvement

All cancellation and refund practices are approved and monitored by the Technical Services Manager. Areas for improvement identified and acted upon (see Continuous Improvement Policy).