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Division	Skills
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1. Policy

This Policy provides information to the existing and prospective students about the process of applying for the refund of the paid tuition fee.

The refund information is made available to the students through the enrolment process and can also be accessed on our website at www.asuria.com.au

The following procedure ensures all students are treated fairly, efficiently and with integrity when applying for refunds.

2. Procedure

The student must complete the 'Refund / Cancel Payment Plan Request Form' form for a refund. This form can be accessed on our website at www.asuria.com.au (under Refund Policy).

All refunds request shall be accompanied by:

- Withdrawal request email to Student Support (support@asuria.com.au)
- Proof of extenuating circumstances, if applicable
- The request will be processed within fourteen (14) working days of the receipt of completed application by Asuria.
- The refund will be paid in Australian dollars to the student
- Fees paid by third parties are NOT refundable to the student but will be paid to the thirdparty.
- Details of refunds will be maintained in the student's file.

Note: Once course material (textbooks or resources) are handed to a student they become the property of the student and considered second-hand, and therefore no refund will be provided.

Asuria RTO Code 21912 – Refund Policy

Outline of Refunds	
Asuria withdraws or unable to deliver the course	<ul style="list-style-type: none"> Full refund on tuition fees paid and materials (if materials are charged and not yet handed to student) Asuria may arrange for alternate course at no (extra) cost to the student as an alternative to refunding the course fee. If the student agrees to this arrangement, Asuria will not be liable to refund the money owed for the original enrolment. The student must sign a new agreement to indicate they have accepted this option.
Withdrawal on or before agreed commencement date	<p>If the student is unable to commence their course, an email must be received by the Asuria Student Support (support@asuria.com.au) at least <i>48 hours prior to scheduled commencement date</i>.</p> <p>Full refund on tuition fees paid and course material (if course material is charged and not handed over to the student) within 14 days</p>
Student withdraws after course commencement - paid in advance	<p>Short Courses (1-2 days)</p> <p>No refund shall be paid on tuition fees and course material if course material is charged)</p>
	<p>All Certificate level qualifications</p> <p>Refund request must be accompanied with a copy of the Course Withdrawal email request sent to Student Support. It must be requested within 48 hours of course withdrawal date (last date of attendance).</p>
	<p>Within 2 weeks of course commencement</p> <p>Full refund (No refund for course materials, if paid)</p>
	<p>Between 3-4 weeks from course commencement date</p> <p>50% of tuition fee refunded (No refund for course material, if paid)</p>
	<p>More than 4 weeks after course commencement date</p> <p>No refund (No refund for course material, if paid)</p>
Student withdraws after commencement - payment plans	<p>All Certificate level qualifications</p> <p>Refund request must be accompanied with a copy of the Course Withdrawal email request sent to Student Support. It must be submitted within 72 hours of course withdrawal date (last date of attendance) to ensure that all future direct debits or credit card authorisations are halted</p>
	<p>Within 2 weeks of course commencement</p> <p>All payment plans will stop</p>
	<p>Between 3-4 weeks from course commencement date</p> <p>Payment plans will continue until 50% of the Tuition fee has been paid off</p>
	<p>More than 4 weeks after course commencement date</p> <p>Payment plans will continue for full amount of the tuition and course material fees (less deposit paid if applicable)</p>
	<p>For any continuing direct debit or credit card authorisations where the student closes their bank account or credit card, the balance outstanding will be referred to a debt collector</p>
Extenuating Circumstances	<p>The assessment of extenuating circumstances is responsibility of the Executive Director (Skills) who assesses candidate requests on case-by-case basis.</p>

Asuria RTO Code 21912 – Refund Policy

Appealing Refund decisions

- All students have the right to appeal to the refund decision made by Asuria. Students can access the Complaints and Appeals Procedure on our website at www.asuria.com.au under Complaints and Appeals Policy.
- This Policy does not remove student's right to take action under:
 - Australia's consumer protection laws or
 - Right to pursue other legal remedies where necessary

3. Review

This policy is due for review two years from its date of last review or earlier if required by legislative or regulatory changes.

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To the extent that this Policy and Procedure document requires an employee of Asuria to do, or refrain from doing something, it constitutes a direction from Asuria to the employee, with which the employee must comply. Non-compliance may lead to disciplinary action up to and including termination of employment.

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