

FOR DOMESTIC STUDENT

CANCELLATION AND REFUND POLICY

1. Notification of intention to withdraw must be received a minimum of 5 business days before the scheduled commencement of study.
2. Refunds will be paid within 14 days of receiving written notification of withdrawal, less 10% administration fee.
3. If notice is received less than 5 business days before scheduled commencement of study, fees will be forfeited.
4. In the event of a course cancellation, all fees paid will be refunded within 14 days.
5. Refunds will only be made payable to the person who paid the fees.
6. A student may be suspended or dismissed at the discretion of AHTS due to unacceptable conduct. No refund will be provided in these circumstances.
7. No upfront payment or tuition fees are refundable once the course has commenced.
8. A written application may be made for exceptional circumstances, addressed to the CEO, Level 2/97 Pirie St, ADELAIDE SA 5000, for consideration.

DEFERMENT POLICY

(A deferral is a request by the student prior to the start of the course to temporarily postpone commencement of study)

1. Notification of intention to defer must be received a minimum of 5 business days before the scheduled commencement of study.
2. Commencement of study may be deferred up to 6 months.
3. Any fees paid will be held for 6 months and can be used towards recommencement of study.
4. A \$50 administration fee must be paid prior to recommencement of study.
5. After 6 months from scheduled commencement of study, fees held will be forfeited.
6. If notice is received less than 5 business days before scheduled commencement of study, fees will be forfeited.
7. A written application may be made for exceptional circumstances, addressed to the CEO, Level 2/97 Pirie St, ADELAIDE SA 5000, for consideration.

ONLINE DELIVERY MODE TERMS AND CONDITIONS

1. Upon receipt of your fees and provision of your student log in details, your course will immediately commence and no refunds will be issued (as stated in the Cancellation and Refund Policy above).

2. In the event of a course cancellation, all fees paid will be refunded within 14 days.
3. Refunds will only be made payable to the person who paid the fees.
4. Course must be completed within the agreed timeframe.
5. Failure to complete within the agreed timeframe will result in additional course fees.
6. A written application may be made for an extension to timeframes in exceptional circumstances, addressed to the CEO, Level 2/97 Pirie St, ADELAIDE SA 5000, for consideration.

EXCURSIONS

I am fully aware that I undertake all excursions at my own risk. AHTS is not liable in any way and I am to organise my own insurance or take part at my own risk.

LEARNING MATERIALS

All required learning and assessment materials will be supplied by AHTS.

QUALITY ASSURANCE

AHTS is externally audited at regular intervals to ensure it can maintain its accreditation as a Registered Training Organisation. A part of this process involves an auditor contacting some of the School's past and current students. Please tick the box and initial next to it if you do NOT wish to be contacted for this purpose. Please initial

REQUEST FOR USE OF MEDIA MATERIAL

I hereby give consent and authorisation to the AHTS Training and Education to use any video, photograph, and picture of me in any AHTS publication, website or commercial.

An example of this is my trainer taking a photo of me undertaking an assessment competency task.

PRIVACY

I authorise AHTS to make relevant inquiries where necessary and in accordance with legislation regarding my academic qualifications and any work experience in relation to my application for undertaking a course.

I understand that my information will only be released to third parties in accordance with legislation. I also understand that I may, at any time, revoke my authorisation for AHTS to release my information to third parties. Revocation of authorisation must be received in writing by AHTS.

CHECK YOUR DETAILS

Please check ALL enrolment details before submitting this form. AHTS cannot be liable for any incorrect details. For example, you may be charged for the re-issuing and/or re-directing of your certificates if incorrect details provided and you do not notify AHTS. For more information see the Re-issue of a Certificate and/or Statement of Attainment Application available on our website.

FOR INTERNATIONAL STUDENT

REQUEST FOR USE OF MEDIA MATERIAL

I hereby give consent and authorisation to AHTS Training and Education to use any video, photograph, and picture of me or shared by me on related AHTS social media. This could be used in any AHTS publication, website, online media or for commercial purposes. An example of this is my trainer taking a photo of me undertaking an assessment competency task, or a photo of some food you have made and shared on Facebook.

REFUND POLICY

Reason for Refund of Course Fees Paid

-Visa unsuccessful (proof required) – non commencement

Refund Payable by AHTS

-100% refund less Registration Fee.

AHTS must receive written within 14 days of the date of the written refusal advice from the Australian High Commission or the Department of Immigration and Border Protection (DIBP). A copy of this advice must accompany the letter informing AHTS of withdrawal from the course.

Reason for Refund of Course Fees Paid

-Visa unsuccessful (proof required) but student has commenced studies.

Refund Payable by AHTS

-If student has commenced studies and a visa is not granted, the student will be charged for the week/s student actually attended, in accordance with the weekly charge rate of \$300 per week for Hospitality and Business courses and \$600 per week for Commercial Cookery courses.

AHTS must receive written notification within 14 days of the date of the written refusal advice from the Australian High Commission or the Department of Immigration and Border Protection (DIBP). A copy of this advice must accompany the letter informing AHTS of withdrawal from the course.

Reason for Refund of Course Fees Paid

-Student's visa application is delayed by circumstances beyond the student's control and is not ready in time for the student to begin the program for which they applied; and the student presents satisfactory documentation or evidence of the delay (this circumstance does not cover a visa delay caused by the student's own action or inaction).

Refund Payable by AHTS

-100% refund less Registration Fee.

Reason for Refund of Course Fees Paid

-If the student does not meet the Minimum Entry Requirements, or the conditions set out in the Letter of Offer.

Refund Payable by AHTS

-100% refund less Registration Fee and a \$500 Administration Fee.

Reason for Refund of Course Fees Paid

-Student provides false or misleading information

Refund Payable by AHTS

-No refund payable (commenced or non-commenced).

Reason for Refund of Course Fees Paid

-Withdrawal/course transfer prior to commencement:

10 weeks or more (70 or more calendar days) before the Agreed

Refund Payable by AHTS

-100% refund less Registration Fee.

Reason for Refund of Course Fees Paid

-Withdrawal/course transfer prior to commencement:

Between 4-10 weeks (29-69 calendar days) before the Agreed Starting Day of the course

Refund Payable by AHTS

-75% refund less Registration Fee.

Reason for Refund of Course Fees Paid

-Withdrawal/course transfer prior to commencement:

Less than 4 weeks (1-28 calendar days) before the Agreed Starting Day of the course

Refund Payable by AHTS

-50% refund less Registration Fee.

Reason for Refund of Course Fees Paid

-Withdrawal/course transfer on or after the Agreed CoE starting date

Refund Payable by AHTS

-No refund applies.

Reason for Refund of Course Fees Paid

-Late Arrival.

Refund Payable by AHTS

-No refund for missed classes – fees may be charged for re-sit for missed sessions and assessments.

Reason for Refund of Course Fees Paid

-Breach of student visa conditions, visa cancellation or failure to comply with conditions of enrolment and AHTS student related policies.

Refund Payable by AHTS

-No refund.

Reason for Refund of Course Fees Paid

-Change of status to Permanent Resident after commencement of studies.

Refund Payable by AHTS

-No refund, fees payable in line with the student's Letter of Offer.

Reason for Refund of Course Fees Paid

-Successful Credit or RPL (Recognition of Prior Learning) Assessment reducing study load but not duration.

Refund Payable by AHTS

-Any refund will be assessed on an individual basis by the CEO.

Reason for Refund of Course Fees Paid

-If a student 'fast tracks' and completes their course in a shorter time than what is specified in the Letter of Offer.

Refund Payable by AHTS

-No refund. Please be aware DIBP will be notified of your early completion of studies.

Provider Default

Reason for Refund of Course Fees Paid

-In the unlikely event that AHTS is unable to deliver the agreed course in full, or to commence the course on the scheduled/agreed course start date. In these circumstances the student may also be offered enrolment in an alternative program at no extra cost to the student. Students have the right whether to accept the place in the alternative program or the full refund of the tuition fee paid.

Refund Payable by AHTS

-100% refund.

Reason for Refund of Course Fees Paid

-If AHTS is unable to provide a refund or place you in an alternative course.

Refund Payable by AHTS

-No refund. AHTS's Tuition Assurance Scheme (TAS) will place you in a suitable alternative course at no extra cost to you.

Reason for Refund of Course Fees Paid

-If TAS cannot place you in a suitable alternative course, or if this is not possible.

Refund Payable by AHTS

-Eligible for a refund as calculated by the Fund Manager.

PROCEDURES FOR CLAIMING A REFUND

- Student to complete 'Withdrawal of Course Application' form together with the appropriate supporting documents and provide to Reception who will check to ensure all areas completed.

- Reception will forward the 'Withdrawal of Course' form to the CEO, who will advise the student in writing within 5 working days of calculation due to student.
- The refund to the student will be made within 14 days of student completing the 'Withdrawal of Course' form and handing to Reception. Refunds will only be made payable to the person who paid the fees in the first instance. The refund will be paid by cheque or into a bank account (either Australian or International). No cash refunds will be given.
- In the event a student is unsatisfied with decision, and wishes to appeal the decision, the student can access the AHTS's complaints and appeals policy, outlined below.

COMPLAINTS AND APPEALS

AHTS advises you that as a participant involved in a training activity provided by this organisation you have rights regarding the treatment you receive whilst undertaking the activity.

If you feel you have been adversely affected by unsatisfactory training, poor supervision, unfair treatment in training and assessment outcomes, any form of harassment or victimisation or other matters of concern, please refer to the procedures outlined below.

Initially, discuss your concerns informally with the staff member or those who have direct responsibility, such as the Education Manager.

If grievance of any nature cannot be resolved informally the School adopts the following complaints procedure:

Recording and documenting process - At each stage of any complaints, appeals and grievance process all details will be recorded in writing. A copy will be placed in student and/or staff file and in the Complaints, Appeals and Grievances Register.

1. Any complaint or appeal relating to a complaint, made by a student or staff member which cannot be resolved internally will be recorded in writing from the first notification. All students and staff who wish to lodge a complaint, grievance or appeal, will be able to present their case fully, verbally and in writing to either the Chief Executive Officer or an independent Executive Officer of the organization.
2. If the complaint or appeal relates to a facilitator teaching a unit of competency, the matter should be addressed to the Chief Executive Officer, who will table the matter at the next monthly QAG meeting, and any minutes discussing or deciding on the matter will be made available to the staff member or student. The Chief Executive Officer will write to the student within 10 working days of receipt of the complaint, outlining his/her proposed solution.

3. If the complaint or appeal relates to a member of staff, the student should approach the Chief Executive Officer. A confidential, minuted meeting with the member of staff concerned, the student and the Chief Executive Officer would be made to aid further discussion.

a) each complainant or appellant has an opportunity to formally present his or her case at minimal or no cost to him or herself,

b) each party may be accompanied and assisted by a support person at any relevant meetings

c) the complainant or appellant is given a written statement of the outcome, including details of the reasons for the outcome, and;

d) the process commences within 10 working days of the formal lodgment of the complaint or appeal and supporting information and all reasonable measures are taken to finalise the process as soon as practicable.

4. Any student who feels that she/he is not able to achieve an adequate outcome from these steps may refer the matter externally. The organisation directly related to the school as a registered training organisation is:

*Training Advocate: Ground floor 55 Currie Street, Adelaide 5000 Phone 1800 006 488

5. The School will investigate if any corrective action is required to improve the main issues raised as a result of the complaint or appeal by the client or staff member.

The School will instigate corrective action for any processing or system errors that may have occurred as a result of the complaint or appeal. Monitor and improve progressively any situations that may be necessary due to the complaint or app

EXCURSIONS

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QUALITY ASSURANCE

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Use of Personal Information

Information is collected on this form and during your enrolment in order to meet our obligations under the ESOS Act and the National Code 2007; to ensure student compliance with the conditions of their visas and their obligations under Australian immigration laws generally.

The authority to collect this information is contained in the Education Services for Overseas Students Act 2000, the Education Services for Overseas Students Regulations 2001 and the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2007.

Information collected about you on this form and during your enrolment can be provided, in certain circumstances, to the Australian Government and designated authorities and, if relevant, the Tuition Assurance Scheme and the ESOS Assurance Fund Manager. In other instances information collected on this form or during your enrolment can be disclosed without your consent where authorised or required by law.