



# Refund Policy & Procedure

## Purpose & Legislative Background

Under Standard 3 of the National Code of Practice for Providers of Education and Training to Overseas Students 2018, Aura Education will provide all information, including course details, prerequisites and conditions on enrolment, fees, refund and cancellation policies, and the complaints and appeals processes in its written agreement with the students. To support this standard, this policy provides a detailed explanation of the different circumstances in which the refund policy applies, the process involved, and its period.

The circumstances include withdrawal from a course by the student, visa refusal, misconduct by a student, cancellation of a course by Aura Education, etc., which may arise by students' either default or Aura Education's default.

As per schedule 6, Clause 7.3 of Standard 7 of Standards for Registered Training Organisations (RTOs) 2015, Aura Education will be responsible for protecting the fees prepaid by individual learners or prospective learners.

## Scope

This policy applies to all current & prospective students at Aura Education.

## Policy

All course fees for fee-for-service students include an enrollment fee (or non-refundable deposit), which will only be refunded when Aura Education is required to cancel a course before it commences due to insufficient numbers or other unforeseen circumstances.

A student not achieving the qualification or unit/s in which they enrolled due to exhausting their attempts at assessment does not entitle the student to a refund.

RPL application fees are non-refundable.

Students who withdraw from a course may seek a refund or a reduction in fees by applying for

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a refund in writing using the Student Refund Application Form. The application must include the details and reason for the request. Students who have not completed a Student Withdrawal Application Form are not eligible for consideration of a refund or reduction in fees.

In the unlikely event that Aura Education or any third parties responsible for delivering training and assessment on its behalf is unable to deliver the course or any portion of the course as promised, the student will be issued with a refund for the course or portion of the course that was not provided. This includes the following situations:

- Where Aura Education or any third parties delivering training and assessment on its behalf ceases to operate.
- Where Aura Education ceases to deliver the course in which a student is enrolled, and the agreement is terminated.
- Where Aura Education needs to make a change to the terms of the student agreement (such as the way the course is delivered or conditions of enrolment), and a new agreement cannot be reached with the student to account for changes.

In any of the above situations, Aura Education will automatically conduct a refund assessment of all affected students and issue the refund to the Fee Payer accordingly. In these cases, there is no need for a student to make an individual application for a refund. Refunds will be issued within 28 calendar days.

The refund assessment will be based on reviewing the services and/or materials provided to the student and the costs incurred by Aura Education in their provision, such as:

- Textbooks or other materials provided.
- Training is already provided (e.g., number of meetings/classes/visits, etc.).
- Individual support is provided by the trainer/assessor.
- Assessments marked or feedback provided (including RPL).

The outcome of the refund assessment will be provided in writing to the student's registered address within 28 calendar days, outlining the decision and reasons for the decision, along with any applicable refund or adjustment note. Refund decisions can be appealed by following Aura Education Complaints and Appeals Policy & Procedure.

## Recording and payment of refunds

Refunds will be paid to the person or organisation that made the original payment.

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- Refund assessments can be appealed following the Aura Education Complaints and Appeals Policy & Procedure.
- Records of refund assessments and issuance of refunds will be stored securely on the student's file and in our accounting system.

It is the policy of Aura Education to ensure that all applications for refund of fees are considered.

An initial non-refundable enrolment fee will apply to all courses. A course deposit is also required, payable a minimum of two weeks (10 working days) before the commencement of the course.

Refunds are made following the policy below, and full refunds of amounts owed to the students will be made within four (4) weeks of refund application.

#### Refund table for international students

<b>Unsuccessful visa application</b>	100% refund of all unused prepaid Tuition fees excluding the enrolment fee. Fees to other parties are subject to their refund policy. For example, OSHC, etc.
<b>Cancellation of enrolment more than 28 calendar days before the commencement date</b>	A full refund of tuition fees is paid minus the enrollment fee (non-refundable).
<b>Cancellation of enrolment less than 28 calendar days but before the commencement date</b>	50% refund of tuition fees paid minus enrollment fee (non-refundable).
<b>Cancellation of enrolment after the commencement date</b>	No Refund of Tuition Fees paid.
<b>Visa cancellation due to the actions of the student</b>	No Refund of Tuition Fees paid.
<b>COURSE CANCELLED/WITHDRAWN BY AURA EDUCATION.</b>	Full Refund of Tuition Fees paid.
<b>STUDENTS ARE UNABLE TO START THE COURSE ON SERIOUS MEDICAL GROUNDS.</b>	A full refund of tuition fees is paid minus the enrollment fee (non-refundable).



**EVIDENCE WAS PROVIDED FROM A REGISTERED DOCTOR AT LEAST 14 CALENDAR DAYS BEFORE THE AGREED COURSE START DATE.**

**Enrolment Fees**

Non-refundable

The above table is applicable to the tuition fee paid as per the fee schedule agreed upon with the students at the time of enrollment. If the paid tuition fee is less than the agreed deposit, students are liable to pay the outstanding balance in line with the above table.

Once training has commenced in the course, no refund is available to participants who leave before the completion of the course unless the participant can provide a medical certificate or show extreme personal hardship.

Refunds will be considered on a pro-rata basis for students who fall ill or are injured to the extent that they can no longer undertake the course, provided that a supporting Medical Certificate is supplied to Aura Education. Should participants wish to finalise incomplete units of competency in a future course, the original fee can be used as a credit towards that course. This offer is available within 12 months from the time the initial payment is made.

Should Aura Education cancel a course, participants are entitled to a full refund (or pro-rata adjusted refund) or transfer of funds to another/future course at no extra cost. In the event Aura Education cancels a course, participants will be provided with their preferred option. In this case, the student will be refunded within two (2) weeks of the day on which the course ceased to be provided.

In all other cases, refunds are at the discretion of the CEO of Aura Education and may be negotiated on an individual case-by-case basis.

## Management Action and Responsibility

Refer to the RSA Matrix for details.

The policy must be approved by the CEO before it takes effect.