

# Refund Procedure



**AUPI**  
AUSTRALIAN  
POLYTECHNIC  
INSTITUTE.

<b>Document number</b>	PRO-AUPI-Refund Procedure-080625-v.2.0
<b>Last review</b>	8 June 2025
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<b>Authority</b>	Chief Executive Officer
<b>Next review</b>	7 June 026
<b>Related policies</b>	<ul style="list-style-type: none"> <li>Fee Administration and Refund Policy</li> <li>Enrolment Policy</li> <li>Refund Policy</li> <li>Complaints and Appeals Policy</li> </ul>
<b>Related procedures</b>	<ul style="list-style-type: none"> <li>Complaints and Appeals Procedure</li> <li>Managing Student Files</li> </ul>
<b>Forms and supporting documents</b>	<ul style="list-style-type: none"> <li>Enrolment Form</li> <li>Refund Request Form</li> <li>Fees and Charges Sheet</li> <li>Refund Register</li> </ul>

## Australian Polytechnic Institute Refunds Procedure

<b>PURPOSE</b>	This process serves as a guide and reference document for refund processing at the Australian Polytechnic Institute. Changes to this procedure may only be made upon approval of the AUPI Management.
<b>Governing Authority</b>	CEO

### STEP 1 – Lodgement of Refund Request

No.	Who	Actions
1.1	<b>Student</b>	a. Client provides written notification of refund request via letter, email or completion of the Refund Request Form and Withdrawal from Training Form (if applicable).
1.2	<b>Admissions Officer</b>	a. Once the Refund Form has been received, contact the student to determine if other options or pathways are suitable. b. If a student is withdrawing from commenced training, confirm with the student if a trainer and assessor have been in contact to discuss with him/her to determine the reason for withdrawal and offer other options and pathways. c. If the student has not been contacted, encourage him or her to continue training where possible and provide options or applicable pathways. d. If the student still decides to cancel or withdraw from the training, proceed to processing the refund.

### STEP 2 – Processing the Refund Request

No.	Who	Actions
2.1	<b>Admissions Officer</b>	a. Review the Refund Application Form. b. Conduct refund eligibility assessment: <ul style="list-style-type: none"> <li>i. Determine when the student was enrolled.</li> <li>ii. Determine whether the student applied for a refund within the cooling-off period or after it.</li> <li>iii. Determine payment method.</li> </ul> c. Notify the student that the refund cannot be processed if the student is not eligible (beyond the cooling-off period).

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		<ul style="list-style-type: none"> <li>d. In situations where the student wishes to claim a refund and is experiencing personal difficulties, provide the Special Considerations Form.</li> <li>e. Calculate refund if student is eligible.</li> <li>f. Update the AUPI Refund Register.</li> <li>g. Request for approval from AUPI Management before requesting a refund to be processed (<i>provide the AUPI Manager the link to the Refund Register</i>).</li> </ul>
2.2	<b>Manager</b>	<ul style="list-style-type: none"> <li>h. Review the refund request form and other supporting documents (if applicable).</li> <li>i. If a refund is due and approved, update the Refund Register and provide instructions to the admissions officer for processing.</li> <li>j. If the refund is not approved, update the Refund Register and provide the reason for the decision.</li> </ul>
2.3	<b>Admissions Officer</b>	<ul style="list-style-type: none"> <li>k. If a refund is due, proceed with processing the refund.</li> <li>l. If the refund request is not approved, inform the student, including the reason for the decision.</li> <li>m. Provide student information about complaints and appeals should the student wish to dispute the outcome of their refund application.</li> </ul>
<b>STEP 3 – Finalising Refund</b>		
No.	Who	Actions
3.1	<b>Admissions Officer</b>	<ul style="list-style-type: none"> <li>a. Obtain student bank details (if applicable).</li> <li>b. Process the refund.</li> <li>c. Update Debit Success (if applicable).</li> <li>d. Update the Refund Register.</li> <li>e. Send information to Accounts for processing.</li> <li>f. File all documentation in the student's file.</li> <li>g. Inform the student of the refund status and timeframes.</li> </ul>

## DEFINITIONS

1. **SRTOs 2015** means Standards for Registered Training Organisations (RTOs) 2015.
2. **ASQA** means Australian Skills Quality Authority.
3. **NRT** means Nationally Recognised Training.
4. **Cooling off period** means a period of time after receiving the payment where the payee can change their mind without incurring penalties against pre-paid fees
5. **Pre-paid fees** mean fees that are collected before the relevant services have been provided

## RELATED LEGISLATION AND DOCUMENTS

### 1. References

- Standards for Registered Training Organisations (RTOs) 2015:  
<https://www.legislation.gov.au/Details/F2019C00503>
- Users' guide to Standards for RTOs 2015: <https://www.asqa.gov.au/standards/enrolment>

### 2. Related Policies

- Enrolment Policy
- Refund Policy
- Complaints and Appeals Policy

### 3. Related Procedures

- Fee Administration and Refund Procedure
- Complaints and Appeals Procedure
- Managing Student Files

### 4. Forms and Supporting Documents

- Enrolment Form
- Refund Request Form
- Fees and Charges Sheet
- Refund Register

## FEEDBACK

AuPI staff and learners may provide feedback about this document by emailing [info@aupi.edu.au](mailto:info@aupi.edu.au).

## REVISION HISTORY

Date / Version no.	Revision details	Person Responsible	Status	Comments
04/11/21 v.1.0	Scheduled review and minor changes	CEO	Reviewed	Minor changes, including formatting, were made.
07/06/25 v.2.0	Scheduled review and minor changes	CEO	Reviewed	Minor changes, including formatting, were made.

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