

Refund Policy and Procedure



ABEX Institute of Training defines a refund as the following:

Refund: To request a return of fees paid

Refund information

Fees are payable on all courses and details of which are contained in the relevant course information.

Refunds of fees for a fully funded position, paid by the Victorian State Government through Skills First, are refunded in accordance with the Standard VET Funding Contract Skills First program.

Refunds of fees paid by students (full fee paying) are only granted to the person or entity who paid the fees in the first place.

ABEX Institute of Training does not take more than \$1500.00 in advance for its courses.

Students who have any queries regarding eligibility for refunds should contact the RTO Operations Manager in the first instance.

Refund Process

ABEX Institute of Training

- Guarantees once you have commence your training/assessment, you will be provided with every opportunity to complete the course.
- Will, in the event that a course is cancelled, whilst is progress, due to circumstances beyond its control, provide the student with a refund of fees (where relevant) or offer to transfer to another course.
- Will refund the portion of fees, paid by you for any tuition not delivered in the event we cancel or discontinue the course.
- Will implement the appropriate safeguards and fair options in place for any monies paid in advance (where relevant).

Withdrawal and Refunds

If you withdraw from a course at least 14 calendar days prior to the commencement date of your course, will be entitled to a full refund less any enrolment fees.

Should you withdraw within 14 calendar days of course commencement you will be liable for any enrolment fees plus 50% of the course cost.

Should you withdraw from the course once commenced, you will forfeit all monies paid and be liable for the full cost of the course.

Procedure

To apply for a refund, a written claim must be submitted on the Refund request form to the RTO Operations Manager. An application for a refund will be processed within 4 weeks after a claim has been received.

All refunds are assessed on a case by case basis.

No refunds will be provided to a third party.

All refunds are paid electronically, no refunds will be in cash.