

# Australian Prime Institute (API)

**RTO Code: 46023**



**Certificate III in Individual Support (CHC33021)**

## **Refund Policy**

## Refund Policy

### 1. PURPOSE

This policy outlines the conditions under which refunds may be granted and ensures compliance with applicable regulatory requirements and the Standards for RTOs 2025.

### 2. COURSE FEES

The total course fee for this qualification is:

**\$1,300**

#### Payment Structure:

- **1st Instalment:** Payable upon enrolment
- **2nd Instalment:** Payable prior to issuance of certification

Fees are determined by Australian Prime Institute and may be adjusted from time to time based on business, market, or promotional considerations.

The applicable fee is confirmed in the student's **enrolment agreement**.

### 3. COOLING-OFF PERIOD

Students are entitled to a **2-business day cooling-off period** after signing the enrolment agreement.

#### If a student withdraws within this period:

- A **full refund** of fees paid will be issued
- No administrative charges apply

### 4. REFUNDS – STUDENT WITHDRAWAL

#### 4.1 Withdrawal BEFORE course commencement

- Full refund of fees paid
- Less a **\$200 administration fee**

#### 4.2 Withdrawal AFTER course commencement

Refunds after course commencement are **generally not provided**.

However, students may apply for a refund under **special or compassionate circumstances** (refer Section 6).

## 5. INSTALMENT PAYMENTS & OUTSTANDING FEES

- Students are required to pay fees in accordance with the agreed instalment plan
- Any outstanding fees must be paid **prior to issuance of certification**  
Failure to pay outstanding fees may result in:
  - Delay or withholding of certification
  - No entitlement to refund of fees already paid

## 6. SPECIAL CIRCUMSTANCES (COMPASSIONATE GROUNDS)

Refunds (full or partial) may be considered where a student is unable to continue due to:

- Serious illness or injury
- Family or personal hardship
- Other exceptional circumstances

Students must provide **supporting documentation**.

All applications are assessed on a case-by-case basis at the discretion of Australian Prime Institute.

## 7. RTO DEFAULT

If Australian Prime Institute is unable to deliver the course or ceases to operate:  
Students will be offered:

- A **full refund** of fees paid, OR
- Transfer to an alternative course (where applicable)

## 8. WORK PLACEMENT

- Work placement is a mandatory component of the course
- No refund is provided for failure to meet work placement requirements

## 9. REFUND CALCULATION

Refunds, where applicable, will be calculated based on:

## **The amount of fees paid by the student at the time of withdrawal**

Refunds will not exceed the total fees paid.

### **10. REFUND REQUEST PROCESS**

To apply for a refund, students must:

1. Submit a written refund request
2. Provide supporting documentation (if applicable)
3. Allow up to **14 business days** for processing

Refunds will be paid to the original payer.

### **11. COMPLAINTS & APPEALS**

Students who are not satisfied with a refund decision may access the Complaints and Appeals process.