

# Refund Policy

## Introduction

This policy applies to Student Fees, Additional Costs and other charges paid by ROI Institute Australia's students and refunds of those fees, costs, and charges.

## Purpose

This policy identifies ROI Institute Australia's obligation for payment of the Student Fee, and Additional Costs determined by their enrolment conditions, other charges which may apply during their training, and the relevant refund conditions on fees, costs, and charges.

## Scope

This policy applies to students enrolled in ROI Institute Australia training.

## Policy

ROI Institute Australia is required to advise students of the fees, costs and charges related to their training. The advice to students will include information on payment options and instalment payment schedules, and refund conditions.

All ROI Institute Australia students to be enrolled and have access to training are required to pay, either at enrolment or by the due date/s of an instalment payment schedule, the student fees stipulated for the relevant course.

Where the Student Fee, or instalment on this fee, has not been paid at enrolment or by the due date of an instalment payment schedule, the student will be restricted from access to enrolling, attending and/or participating in training, to training materials and to services delivered by ROI Institute Australia and will not be issued student documentation such as transcripts or testamur.

## Fees

Students enrolling into study in ROI Institute Australia will be charged and are required to pay the Student Fee and any Additional Costs relevant to their training and determined at enrolment. The Student Fee is for the course or training into which the student has enrolled.

### **Fees for training delivered by ROI Institute Australia:**

- a. For Fee for Service training delivered by ROI Institute Australia, students will pay the Student Fee determined by ROI Institute Australia and current at time of enrolment.
- b. Additional Costs may be charged at enrolment and are determined by ROI Institute Australia.

### **Conditions of payment are:**

- a. The Student Fee must be paid in full, prior to attendance and/or participation in training, for training of nine (9) weeks or less duration.
- b. The Student Fee is to be paid in full at enrolment or as per the instalment payment schedule of the enrolment.

## Refunds

ROI Institute Australia students may, in certain circumstances, be eligible for a refund or partial refund of the Student Fee, or Additional Costs paid to ROI Institute Australia. The circumstances where a refund may apply are:

- a. If ROI Institute Australia cancels the delivery of training, the Student Fee will be refunded;
- b. If ROI Institute Australia cancels the delivery of training, the Additional Costs, where the equipment or services purchased have not been used/accessed and are returned to ROI Institute Australia, will be refunded;
- c. If the student makes a payment more than the Student Fee, the amount overpaid will be refunded;
- d. Where the student formally withdraws before the commencement of training, the student must formally withdraw five (5) business days before commencement of training to be eligible for a refund, then the Student Fee will be refunded;
- e. If the student withdraws after the commencement of training delivery, the Student fees paid and due at the date of withdrawal from training are non-refundable; a partial refund will be available where the student has made fee payment/s against future-dated instalments due after the date of withdrawal.