FEES AND REFUNDS POLICY

Purpose

This refund policy applies to all students who are enrolled with Soar Advanced Flight Training. The policy applies to administration fees and tuition fees applicable to the provision of training. It applies to domestic students paying full fees, overseas students attending CRICOS registered courses. This policy satisfies the requirements of Standard 3 of the National Code 2007 and Standards for Registered Training Organisations (RTOs) 2015.

Disclaimer

Soar Advanced Flight Training (SAFT) makes every effort to keep its policy documents up-to-date. However, fees and charges are subject to change. Therefore, fees and charges quoted on course flyers current at the time, and statements of fees issued to individuals and employers, will be taken to be accurate at the time of issue, and will over-ride any information within the policy document.

Fees

SAFT follows sound financial management practices to safeguard student fees paid in advance. Our standard tuition fees, and any associated charges for our courses, are advised to prospective students prior to, or at the time of enrolment through appropriate documentation, including publication on the CRICOS Register, on our website, through a statement of fees and charges, and in a Course Acceptance Agreement where applicable.

Domestic students are advised of any additional material, resource charges and licensing fees which may apply prior to enrolment.

International students are advised of all material, resource charges, and licensing fees which may apply in the Course Acceptance Agreement prior to enrolment.

Fees for individuals may vary depending on the enrollee’s prior certification or licences already held, the course selected, the duration, the student cohort, or concessions which may apply.

Any equipment, texts or property purchased either separately by the student of paid as part of resources fees becomes the property of the student.

SAFT will not accept prepaid fees in excess of $1500 from a course applicant or participant unless the course is covered by tuition protection assurance.

SAFT tuition fees accepted at any one time will generally not exceed the fees applicable for a 12 week study period.

Tuition and administration fees are non-transferable to other students or other institutions.
Refunds

The conditions under which an applicant or course participant may be eligible for a full or part refund are shown below.

a) Where more than fourteen (14) days’ notice prior to course commencement date is given to SAFT, all course fees paid, less a non-refundable administration component of no more than $500, will be refunded.

b) Where less than fourteen (14) days’ notice prior to course commencement date is given to SAFT, all tuition fees will be refunded, but no part of the administration fee paid by the student will be refunded. An exception may exist where a medical certificate or other formally documented reason for the cancellation may be considered and accepted by SAFT. In this case clause (a) above will apply.

c) After commencement of the course, fees are non-refundable except at the discretion of the Chief Executive Officer in exceptional circumstances.

d) Where a refund is not appropriate under our policy conditions, the CEO may grant a full or pro-rata credit to be used at a future course.

e) Overseas students who withdraw from or suspend their course may be eligible for a refund of Overseas Student Health Cover (OSHC) fees paid and will need to contact the OSHC service provider directly. The amount of refund will be determined by the OSHC provider policies.

Non-payment of Fees

Late payment, ie failure to pay the debt within fourteen (14) days of the original due date, or non-payment of fees, may result in a student’s enrolment being suspended, terminated, their inability to graduate, and inability to access or obtain certification and/or academic transcripts. International students will be reported for breach of student visa conditions. SAFT is not obligated to issue a participant’s qualification or statement of attainment if there are outstanding fees.

Refund based on SAFT cancelling or deferring a course

SAFT reserves the right to cancel a course, change the start dates of a course, or change the course program at any time. Where SAFT cancels a course prior to its commencement date, all fees and charges paid to SAFT will be refunded within fourteen (14) days of the advice of course change.

Where a course has been deferred and the new date is unacceptable to the student, all fees paid will be refunded to the student within fourteen (14) of the notice of rescheduling.

Where a course is cancelled by after it has commenced but before the expected end date, the balance of fees paid for the portion of the course not yet delivered will be refunded within fourteen (14) days.
Request for Refunds

Requests for refunds must be made in writing to the CEO of Soar Advanced Flight Training using the Request for Refund form. Response to the request will be provided in writing within fourteen (14 days) and refunds will be processed within twenty eight (28) days from the receipt of the request.

All refunds, course transfers and credits must be approved by the CEO.

The CEO has the right to provide an exemption to the refund conditions where the student has extenuating or compassion grounds.

Refunds are paid to the student or the person who made the payment, unless the enrolment has been made through an education agent where the refund may be made through the agent who enrolled the student. Refunds are made in Australian dollars and will be made electronic bank transfer. The applicant making the request for refund should provide the preferred bank account details at the time of making the request.

Appealing a Refund Decision

All students have the right to appeal a refund decision made by Soar Advanced Flight Training by accessing the complaints and appeals policy and procedure. Students wishing submit an appeal of the refund decision should refer to the Complaints and Appeals Policy and Procedure.

This policy and the availability of complaints and appeals processes, does not remove the client’s right to take action under Australia’s consumer protection laws. The RTO’s dispute resolution processes do not remove the client’s right to pursue other legal remedies where they feel necessary.

Fee Assurance

SAFT protects overseas students’ fees by holding membership in the Australian Government Tuition Protection Service (TPS). For further details visit [www.tps.go.au](http://www.tps.go.au).

Related Policies and Documents

- Deferring, suspending or cancelling the student’s enrolment policy and procedure
- Complaints and Appeals Policy