

1.4 Fee Refund Policy 费用和退款政策

1. Purpose 目的

APEG is committed to providing quality training and assessment in accordance with the Standards for Registered Training Organisations (SRTOs 2015). As such, APEG provides a fair and reasonable refund process.

APEG 致力于根据《2015 年注册培训机构（RTOs）标准》提供高质量的培训与评估。因此，APEG 提供了公平合理的退款流程。

The purpose of this policy is to provide for the appropriate handling of student and client organisation refunds.

本政策旨在处理学生和客户机构的费用和退款事宜。

2. Policy Statement 政策声明

APEG will:

APEG 将:

- Implement and maintain a process for fair and reasonable refund of fees paid; and
实施公平、合理的已付费用退款流程；和
- Provide refunds for fees and charges paid by students/ client organisations, where training and assessment activities have not been delivered.

对于尚未提供培训和评定活动的情况，提供学生/客户机构已支付的费用和收费的退款。

3. Policy Principles 政策原则

The following principles underpin this policy:

以下原则支持这一政策:

- a) Details of APEG Refund Policy are to be publicly available.

APEG 退款政策的详情将公开发布。

- b) Payment of all student refunds is made within 20 working days of an application for refund.

将在退款申请确认后 20 个工作日内支付全部退款。

- c) Payment of all client organisation refunds to be made in-accordance with the conditions of each individual contract.

所有客户机构的退款将按照相关的独立合同条款进行。

Student Refunds 学生退款

- With regard to all withdrawals, APEG will first encourage a student to enrol in another course or a course with a different commencement date, prior to processing refund applications.

关于所有退款，在处理退款申请之前，APEG 会首先鼓励学生报名注册另一个 课程或开课日期不同的同一课程。

- Written notification of withdrawal from a course must be provided by a student to apply for a refund for a course. This may be via letter, email or the completion of the Refund Request Form.

申请课程退款的学生必须提供书面通知。可通过信函、电子邮件或完成退款表格提出书面通知。

- Where a student is enrolled through their school they may only withdraw from a course or change course with permission of their school.

如果学生是通过其学校报名注册的，学生只能在其学校许可的情况下退出或变更课。

- There is no refund applicable where a student has commenced their course/unit.

如果学生的课程/课程单元已开始，将不获得退款。

- There is no refund to students who do not obtain their qualification after assessment.

对于评定后未获得学历的学生，不退款。

- There is no refund for recognition of prior learning assessments after enrolment, where recognition resources and services have been supplied to the client.

对已向客户提供免修评定服务，在报名注册之后不对该服务退款。

- APEG does not accept liability for loss or damage suffered in the event of withdrawal from a course by a student.

对于学生因退课而遭受的损失或损害，APEG 不承担责任。

- APEG provides a refund should there be a need for APEG to cancel a course.

如 APEG 因需取消课程，APEG 将提供退款。

- If APEG cancels a course, students and client organisations do not have to apply for a refund, APEG will process the refunds automatically.

若 APEG 取消课程，学生和客户机构不必申请退款，APEG 将自动处理退款。

- If an individual student pays fees higher than AUD\$1,500 then this will be held in accordance with SRT0 2015 clause 7.3 and Schedule 6.

若学生个人支付高于 1,500 澳元的课程费，那么将根据 SRT0 2015 第 7.3 条和附表 6 处处理。

- Refunds for cancellation of enrolments are granted on a sliding scale (See Below 3.1) In the first instance APEG will (where possible) provide an opportunity for the student or client organisation to attend another scheduled course

报名注册取消的退款是按比例计算的（参见下文 3.1）。首先，APEG 将（在可能的情况下）为学生或客户机构提供参加另一个课程的机会

Client Organisation Refunds 客户机构退款

- Written notification of withdrawal from a qualification must be provided by a client organisation to apply for a refund related to a course. This may be via letter, email or the completion of the Refund Request Form.

申请课程退款的学生或客户机构必须提供退课的书面通知。可通过信函、电子邮件或完成退款表格提出书面通知。

- There is no refund applicable to a client organisation where a student has commenced their course.

若学生已开始课程，则该客户机构将不获得退款。

- APEG may provide a refund to client organisations, less administrative costs, should there be a need for APEG to cancel a course. In the first instance APEG will (where possible) provide an opportunity for the student or client organisation to attend or schedule an alternative course.

若 APEG 因需取消课程，APEG 将向客户机构提供退款，此退款将扣除行政费。APEG 首先将（在可能的情况下）为学生或客户机构提供参加另一个课程的机会。

- The amount of the refund can be negotiated with the client organisation on a case by case basis.

退款金额将根据具体情况与客户机构协商。

3.1 Fee Refunds for Individual Students 个体学生的费用退款

Reason for Refund	Notification requirements	Refund
Student withdraws	In writing, fourteen days (14) working days or more prior to the course commencement	100% of the course fee (paid by the student)
Student withdraws	In writing, within seven (7) working days prior to the course commencement.	75% of the course fee paid to date by the student. See note (a) below.
Student withdraws	In writing, less than 24 hours prior to course commencement.	Nil Refund
Student withdrawn from the course by APEG	After course commencement, due to inappropriate behavior.	Nil Refund
Course cancelled by APEG	One month or more before commencement	100% of the course fee (paid by the student or client organisation)
	Less than month prior to commencement.	75% of the course fee paid by student

Note: A fee equal to 25% of the full fee is charged where cancellations occur within seven (7) days before commencement of a qualification.

退款原因	通知要求	退款
学生退课	以书面形式，在课程开始前十四（14）个工作日及之前。	100%课程费用（学生支付的费用）
学生退课	以书面形式，在课程开始前七（7）个工作日内。	学生支付的课程费用的 75% 见下方注释
学生退课	以书面形式，在课程开始前 24 小时。	无退款
APEG 要求学生退出课程	在课程开始后，因学生不当行为。	无退款
APEG 取消课程	开始前一个月及以上。	100%课程费用（学生或客户机构已支付的课程费用）
	开始前一个月以内。	学生已支付的 75% 的课程费用

注释：如果在课程开始前七（7）天内取消，收取相当于全额费用 25% 的费用。

4. APEG Responsibilities APEG 的责任

The General Manager in consultation with the Chief Executive Officer and Finance Manager, is responsible for ensuring compliance with this policy.

董事总经理经过与首席执行官和财务经理的磋商并负责确保本政策的合规性，

5. Access & Equity 准入和权益

The APEG Access & Equity Policy applies. (See 8.1 Access & Equity Policy)

APEG 的准入和公平政策适用。（请参阅 8.1 准入和权益政策）

6. Records Management 记录管理

All documentation from Refund processes are maintained in accordance with Records Management Policy. (See 7.3 Records Management Policy)

根据记录管理政策保存退款流程的所有文件。（请参阅 7.3 记录管理政策）

7. Monitoring and Improvement 监控和改进

All Refund practices are monitored by the Chief Executive officer of APEG and areas for improvement identified and acted upon. (See 6.1 Continuous Improvement Policy)

APEG 的首席执行官监督所有的退款工作，以及确定改进事宜和改进事宜的执行。（请参阅 6.1 持续改进政