AMES Australia Education Refund Policy

1. AMES Australia will provide a full tuition fee refund if a Program is cancelled or we are unable to provide the Program.

2. AMES Australia students are eligible for a 100% refund of tuition fees paid if their program is canceled by AMES Australia.

3. An administration fee of $50 will be applied to all refunds (except when AMES Australia cancels the course.)

4. All refunds will be paid to the learner or organisation who paid the fees.

5. Refunds will not be granted for materials fees where the materials have become the property of the student or where the student withdraws more than 28 days after their first commencement in the course for the year. If a student returns materials expecting a refund within the 28 days they must be in "as new" condition.)

6. Refunds will not be granted for units where a final result is recorded.

7. AMES Australia students withdrawing from short course planned for 10 weeks or less will have a 10 day cooling off period subject to the Refund this includes:
   a. Preparation for OET Testing (OET)
   b. Intensive English Testing System (IELTS) Preparation
   c. Skills Professional Migrant Programs (SPMP)

8. Details regarding refunds are also provided on the Statement of Fees for Skills First-funded students, tax invoice and student confirmation of enrolment.

9. Refunds may have to be made by cheque and may take up to four weeks to process.

10. Refunds will not be issued for amounts less than $50.00. In these circumstances the amount will be credited to the student account.

11. In the first two weeks of attending an English language class, in the event of a student changing to another English language class the tuition fees for the original Program will be credited to the subsequent program enrolment.

12. AMES Australia reserves the right to amend these conditions at any time.

This policy is not applicable to free Programs (SEE and AMEP).

This information is correct at the time of publishing. AMES Australia reserves the right to change its refund policy at any time.