

AMES Australia Education Refund Policy

1. An administration fee of \$50.00 will be applied to all refunds (except when AMES Australia cancels the course.)
2. Refunds will not be issued for amounts less than \$50.00. In these circumstances the amount will be credited to the student account.
3. Refunds will not be granted for units where a final result is recorded.
4. All refunds will be paid to the learner or organisation who paid the fees.
5. For Government Subsidised Courses:
 - AMES Australia students are eligible for a 100% refund of tuition fees paid if a withdrawal/refund application is lodged within 10 business days of commencing your course.
6. For Fee for Services Courses:
 - AMES Australia students are eligible for a 100% refund of tuition and material fees paid if withdrawal/ refund application is lodged within 10 business days of course commencement date.
 - Fees are calculated according to the nominal hours of each unit of competency in a qualification and this includes both supervised training and unsupervised training hours.
 - If AMES Australia is unable to provide the services that have been paid for, students will be:
 - o placed into an equivalent course without having to pay any additional fees for the portion of the course they have paid in advance, or
 - o refunded for all tuition fees paid in advance over \$1500
 - o refunded for material fee if materials are in 'as new' condition (see Clause 7 below)
7. Materials fees:
 - Refunds will not be granted for materials fees where the materials have become the property of the student (e.g. eBook or eResources), or where the student withdraws more than 10 business days after their first commencement in the course for the year.
 - If a student returns hard copies of materials expecting a refund within the 10 business days they must be in "as new" condition. A refund in this case is applicable to these following courses:
 - a. Short courses of 10 weeks or less
 - b. Preparation for Occupational English Test (OET)
 - c. International English Language Testing System (IELTS) Preparation
 - d. Skilled 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. In the first two weeks of attending a class, in the event of a student changing to another class, the tuition fees for the original Program will be credited to the subsequent program enrolment.
10. Refunds are made by EFT and may take up to four weeks to process.
11. AMES Australia reserves the right to amend these conditions at any time.

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