Refund Policy

Purpose
This policy, in the circumstances of provider default where the refund option is chosen by the student, will ensure that ATE must refund the student all course fees.

Policy
Refund will be paid to students within 14 days of the default day.

Situations where a provider default may occur include:

- The course does not start on the agreed starting date which is notified in the Offer Letter
- The course stops being provided after it starts and before it is completed
- The course is not provided fully to the student because the registration has a sanction imposed by a government regulator

Procedure
However, if the student agrees to accept an alternative (replacement) course or part of a course, to be provided to the student at ATE’s expenses, then ATE is relieved of its liability to make the payment. The student must advise ATE in writing whether they agree to the alternative arrangement.

After course commencement, students who discontinue will not be entitled to any refund. Every effort will be made to negotiate the transfer of training in the event of a student’s prolonged illness or personal hardship. However, no consideration can be given to extended absences for any other reason.