



Fees, Charges and Refunds Policy and Procedure

1 Purpose

The Equine and Animal Assisted Psychotherapy Institute has a fair and reasonable refund policy and is committed to providing a fair and transparent policy when dealing with students and prospective students in regard to fees charged, protection of fees and refunds where reasonable.

2 Scope

The policy applies to all students enrolled with The Equine and Animal Assisted Psychotherapy Institute. The document relates to all training courses delivered by The Equine and Animal Assisted Psychotherapy Institute.

3 Policy Statement

Prior to enrolment, The Equine and Animal Assisted Psychotherapy Institute provide all students with a Statement of Fees, which itemises all fees and resources required for the course. The current Statement of Fees are available from:

- The Equine and Animal Assisted Psychotherapy Institute website:
www.equinepsychotherapy.net.au

4 Procedure

4.1 Financial standards

- a. The Equine and Animal Assisted Psychotherapy Institute adopts a refund policy that is fair and equitable both to the student and The Equine and Animal Assisted Psychotherapy Institute.
- b. The Equine and Animal Assisted Psychotherapy Institute ensures that the contractual and financial relationship between the student and The Equine and Animal Assisted Psychotherapy Institute is fully and properly documented

4.2 Course Fees

The Equine and Animal Assisted Psychotherapy Institute will endeavour to provide the most recent and correct fees and charges to students in a transparent and open manner.

It is the student's responsibility to ensure that they have read and understood the information provided by The Equine and Animal Assisted Psychotherapy Institute regarding fees, payments, refunds and guarantees prior to enrolling. If the information is difficult to understand, intending students should seek advice and explanation from The Equine and Animal Assisted Psychotherapy Institute training department.

4.3 Issuance of Completion Documentation

The Equine and Animal Assisted Psychotherapy Institute will issue completion documentation only to a student who has been assessed as meeting the requirements of the specified in the relevant training package.

4.4 Learning Resources

At the commencement of the course, The Equine and Animal Assisted Psychotherapy Institute will provide students with access to our virtual training portal and training manual.

4.5 Fee Payment and Conditions

Full Payment is required 4 weeks / 1 month prior to training, unless negotiated otherwise. Training fees are non-refundable. If students choose not to continue the training after commencing, fees are forfeited and are non-transferable. Applicants review and consent to the refund policy in the Application Form.

4.6 Cancellations & Refund of Fees

Notice of Withdrawal

All cancellations, requests for changes to fee payment or enrolment must be made in writing and sent to: admin@equinepsychotherapy.net.au

4.7 Special Circumstances

Students may find that they must withdraw from their study program after the course commencement due to certain circumstances making it impracticable for students to complete the requirements of the modules.

This may include:

- a) family circumstances, for example death or unexpected severe medical problems of a spouse or child, or;
- b) unforeseen medical circumstances – for example where the students' medical condition has become serious or dire and unforeseen medical circumstances deem study no longer practical.

An application for a refund under special circumstances should be made in writing immediately and decisions will be finalised within two weeks of receiving the student's request.

The student's application should include any independent supporting documentation such as a letter from the student's doctor or counsellor to support the student's claim. Each application will be examined and determined on its merits. The Equine and Animal Assisted Psychotherapy Institute will consider the student's claim, together with any independent supporting documentary evidence that substantiates the claim.

Summary of requirements for refund on 'special circumstances'

- Each case is made in writing and emailed to admin@equinepsychotherapy.net.au
- Fits criteria a) or b) above
- Support documents are included in email - for example medical certificate, evidence of hospitalisation.
- Case will be assessed by head of Learning on a case by case situation
- In the event of refunds not being awarded, the student may be awarded a fees credit for 12 plus
- months (entitling the enrollee to attend upcoming trainings in the current year and the following year)

5 Person(s) Responsible

The Head of Training is responsible for the control and issue of this policy (this may be delegated).