**1 Purpose**

The Equine 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 Psychotherapy Institute. The document relates to all training courses delivered by The Equine Psychotherapy Institute.

**3 Policy Statement**

Prior to enrolment, The Equine 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 Psychotherapy Institute website: [www.equinepsychotherapy.net.au](http://www.equinepsychotherapy.net.au/)
* The Participant Handbook

 **4 Procedure**

**4.1 Financial standards**

1. The Equine Psychotherapy Institute adopts a refund policy that is fair and equitable both to the student and The Equine Psychotherapy Institute.
2. The Equine Psychotherapy Institute ensures that the contractual and financial relationship between the student and The Equine Psychotherapy Institute is fully and properly documented, and that copies of the documentation are made available to the student in this Participant Handbook supplied at enrolment. Information includes student code of conduct, course fees and refunds, course delivery, access to student records, complaints standards and other policies.

**4.2 Course Fees**

The Equine 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 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 Psychotherapy Institute training department.

**4.3 Issuance of Certification Documentation**

The Equine Psychotherapy Institute will issue certification documentation only to a student who has been assessed as meeting the requirements of the training assessment plan as specified in the relevant training package.

**4.4 Learning Resources**

At the commencement of the course, The Equine Psychotherapy Institute will provide students with the required learning resources – access to our virtual training portal and training manual.

Students are requested to safely secure these learning resources. If a student misplaces a Training Manual - a fee of $50 will apply for lost or re-issuance of another copy.

**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

**4.8 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:

1. family circumstances, for example death or severe medical problems within a family, or unforeseen family financial difficulties, so that it is unreasonable to expect a student to continue studies, or;
2. 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 Psychotherapy Institute will consider the student’s claim, together with any independent supporting documentary evidence that substantiates the claim.

**5. Person(s) Responsible**

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

 **7. Associated Documents**

* Participant Handbook