

Fees and Refund Policy

Introduction

The following will provide you with information about AIHFE Fees and Refund policies. Fees are levied on all courses, details of which are contained in the relevant course information sheet.

SCOPE

This policy applies to all the students enrolled in AIHFE at Diploma and Advanced Diploma level.

Fees and Charges

Payment of Fees

Course fees can be paid by cash, credit card, direct deposit, Direct debit or cheque.

Cheques should be made payable to AIHFE. No cash payments should be sent through the mail. Receipts will be issued on payment of fees. Tax invoices will be sent when fee instalments are due.

EFTPOS facilities are available at AIHFE. Payments can be made over the telephone or in person.

Students are liable for the financial commitment to AIHFE for the duration of their course.

Please note full fees must be paid on or before census date. Students whose fees are in arrears may have their enrolment suspended or cancelled unless prior arrangements have been made with the CEO.

Payment options

Fees in Advance

Fee paying Australian students are expected to pay their VET unit fees by paying no more than \$1500 prior to the commencement of the course. The remaining balance should be paid before the census dates.

Fees and Refund Policy

AIHFE has appropriate safeguards and fair options in place for any monies paid in advance and that these funds are not used until courses and or units have commenced.

In the event that a course is cancelled while in progress due to circumstances beyond the control of AIHFE or AIHFE ceases to deliver any part of training product that the students are enrolled in, the student will be provided with a refund of fees on hold or offered a transfer to another course or similar course.

Refunds – Local Students

Fees detailed here apply to all AIHFE students, including VET FEE-HELP (now known as VET Students loan) students. Refunds are applicable for VET unit fees paid only in the following circumstances:

Prior to the commencement of the VET unit of study	All VET unit fees received will be refunded in full
Withdrawals (including withdrawing from one unit and enrolling into another), submitted in writing/email to the Registrar on or before the census date.	No Penalty
After the census date**	No refund of VET unit fees received No additional fees charged Application for re-credit of FEE-HELP balance can be made (see also Withdrawal Policy)

Refund Procedures

Where a student believes that they have grounds for a course fee refund, students should:

- Submit a written request for course fee refund to the Registrar
- State valid reasons for their course refund application.
- Allow 7 days for the application to be processed by AIHFE Management
- Recognise that AIHFE's Management refund policy and the availability of complaints and appeals processes, does not remove the right of the student to take action under Australia's consumer protection laws.
- When receiving a written course fee refund application the Registrar shall:
- Present the application to AIHFE management
- Provide the student in writing the resulting decision of AIHFE Management.
- Advise the student of their right to appeal the decision of AIHFE Management.

Definition:

Census date: A census date for a VET unit of study is the closing date for a student to apply for VET FEE-HELP assistance and the date a student incurs a VET FEE-HELP debt (the tuition fees) for the VET unit undertaken. The census date is set by the VET provider and can be no earlier than 20% of the way through a VET unit of study. Individual VET units of study census dates will be published on an annual basis and available on the AIHFE's course outline documents on the AIHFE website.