

Fees and Refund Policy

Introduction

The following will provide you with information about AIHFE Fees and refund policy of all the nationally accredited courses or units or clustered subjects that form part of the nationally recognised qualification.

Fees are levied on all courses. The details are published in the relevant course fees and a schedule information sheet on the AIHFE website.

SCOPE

This Fees and Refund policy apply to all students enrolled with AIHFE nationally recognised VET courses. For non-accredited courses or for courses that do not lead to a nationally recognised qualification, please refer to the refund policy for non-accredited courses.

Payment methods:

Course fees can be paid by bank transfer, credit card, direct deposit, or instalment payment term using 'Paysmart' direct debit system.

No cash payments should be sent through the mail. Receipts will be issued upon receipt of the payment.

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

Students will be charged as they progress through their course. Students are liable for the financial commitment to AIHFE for the units/subjects they are enrolled in each term and or for any outstanding payment.

Please note fees must be paid and return the signed instalment payment contract for the units enrolled in each term (if you choose to pay the unit fees by instalments) at least by the cut-off date for the enrolment as advertised by the AIHFE in each term and before the commencement of the term.

Students whose fees are in arrears may have their enrolment suspended or cancelled unless prior arrangements have been made with the Directors.

Other charges:

a. Fees for re-issuance of misplaced or lost awards:

An administration fee of \$50.00 is charged for each certificate (Testamur, Record of Results and/or Statement of Attainment) that requires re-issuance. A student must complete the re-issuance request form and pay the required fees to process their request.

b. Grading an assessment after two attempts:

A student who fails to meet the satisfactory status for any of the assessments following two previous unsuccessful submissions or presentations, will be charged \$50.00 for each subsequent assessment.

c. Failure to attend compulsory tutorial/assessment:

A student who fails to attend a mandatory tutorial or an assessment is required to reschedule the tutorial/ assessment at a mutually agreed time between the Institute and the student. A fee of \$50-\$100 will be charged depend on the activity for subsequent assessment/tutorials unless there is evidence to substantiate that an unexpected extenuating circumstance has occurred such as an illness (A medical certificate should be submitted), or loss of an immediate family member.

Fee Protection strategy:

In accordance with the Standards for Registered Training Organisations 2015, any tuition payment made for more than \$1500.00 prior to the commencement of the term (pre-paid students fees) will be protected by an unconditional bank guarantee issued by an Australian bank. If AIHFE is unable to make the refund due to any financial difficulties due to failure of the AIHFE to deliver the unit/s, that the student is enrolled, the bank guarantee will cover the fees paid in excess of \$1500.00 as pre-paid students fees.

Further, 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.

Ground for a Refund:

1. Due to the failure of AIHFE:

If a course is cancelled while in progress due to circumstances beyond the control of AIHFE or AIHFE is unable to provide the service agreed the student will be provided with a refund of fees paid for that unit or units during the term and that was undelivered.

2. Due to a request made by a student:

If a student withdraws from a course or unit/s/subject prior to access being given to the learning portal, all fees paid for that term or for the unit/s that were not delivered will be refunded in full.

However, if a student withdraws from a unit/subject or a course after access has been given to the learning portal with the learning resources that the student acknowledges by gaining access to the learning portal is deemed to be of providing services to you (student) and no refund will be provided.

In any event, no refunds are payable if a student withdraws after the commencement of the course/units /subject.

AIHFE may consider at its discretion to apply credit towards the future studies to be completed within six months if a student is unable to continue his or her studies due to difficult circumstances.

Where a student commences a course but withdraws voluntarily before completion or is deemed not yet competent, they are not entitled to a refund for the remaining units.

Failure to inform the college:

Where a student has not completed the required course work for a term that he or she is enrolled in and has not contacted the college informing their intention, the AIHFE will contact them via Email and telephone. If no response is received within ten days, despite attempts made by the AIHFE, the student will be withdrawn automatically from the course. This automatic withdrawal will occur unless there are extenuating circumstances. The student will not be eligible for a refund due to automatic withdrawal and is still be liable for the balance of their tuition fees, where extenuating circumstances cannot be substantiated.

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@aihfe.edu.au
- valid State reasons for your application for a refund.
- Attach any evidence available to substantiate your claim. (Eg: A Medical certificate).
- Allow fourteen 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.
- Provide the student in writing the resulting decision of AIHFE Management.
- Advise the student of their right to appeal the decision of AIHFE Management.