

Policy on the obligation of AIHFE

If AIHFE is not able to fulfil our agreement with the student, regardless of the reason, the institute will issue a full refund for any services not provided. This means that if AIHFE cancels a training program which has not yet commenced, the institute will refund the full amount of the fees paid. Where we cancel a training program part way through the course, we will action a refund based on the unit of competency/subjects not yet delivered and issue the student with a Statement of Attainment for the units the student has completed, provided that the student has completed all the assessments including at the workplace.

As an RTO, we have a responsibility to provide you with quality training and assessment and for the issuance of the AQF certification document.

AIHFE reserves the right to amend the agreed services, policies relating to a learner's rights and the payment of fees and charges, or to the conditions of a student's enrolment at any time. AIHFE will inform current learners within 30 days of any changes to the ownership of the organisation. However, when there are training package updates or when legislation is assented, we will notify learners as soon as possible.