

Fees and Refund Policy

In accordance with the applicable legislation Australian Healthcare Qualifications & Training is entitled to charge fees for services provided to students undertaking a course of study. These charges are generally for items such as course materials or text books, student services and training and assessment services.

Payment of fees:

There is no application fee for admission into our program.

On acceptance of an offer in the program, participants are required to pay a deposit before starting the program, unless a payment plan is entered into (must not exceed \$1500).

Participants who have difficulties in paying by the due date are encouraged to contact Australian Healthcare Qualifications & Training accounting to arrange an alternative payment option.

Fees and Charges

The Chief Executive officer is responsible for approving the Australian Healthcare Qualifications & Training Fees and Charges. As a minimum the Fees and charges is to include:

- the total amount of all fees including course fees
- administration fees
- material fees
- and any other charges for enrolling in a training program
- payment terms, including the timing and amount of fees to be paid
- the fees and charges for additional services
- replacement qualification parchment or statement of results
- re-assessment fees

Fee Collection / payment plans

Payment of no more than \$1,500 must not be collected from each individual student prior to the commencement of the course.

Regarding payment plans - Monies for an individual student will not exceed \$1500 at any given time.

Flexible payment arrangements/ options will accommodate individual circumstances.

Fees must be paid in full before certification will be issued

If payment instalment / arrangements is in place, and a payment becomes overdue and remains unpaid for a period in excess of 14 days, Australian Healthcare Qualifications &

Training reserves the right to suspend the students learning or assessment (or both) until all fee payments are up-to-date.

Flexible payment arrangements, such as instalments, credit card, and direct debit, cheque and EFT remittance are acceptable to accommodate the diverse financial situations of students.

Replacement of text and training workbooks

Students who require replacement of issued text or training workbooks will be liable for additional charges to cover the cost of replacement. Where a student has purchased a text or training workbooks and subsequently cancels his or her enrolment, Australian Healthcare Qualifications & Training will not refund monies for the text unless a written request for a refund is received and we are satisfied that the text is in as-new condition. For a full list of replacement charges please refer to the Australian Healthcare Qualifications & Training Schedule of Fees and Charges.

Giving notice of enrolment cancellation

A student who wishes to cancel their enrolment must give notice in writing. This may be via email or letter. Australian Healthcare Qualifications & Training staff who are approached with initial notice of cancellation are to ensure the student understands their rights with regards to the refunding of fees. The student is also to be advised of other options such as suspending the enrolment and re-commencing in another scheduled training program.

Students who give written notice to cancel their enrolment and who are eligible for a refund are to be provided with a "Refund Request Form". Student who may not be eligible but are requesting a refund should also be provided with the request form so the request can be properly considered by the Chief Executive Officer.

Refunds

The following refund policy will apply:

Australian Healthcare Qualifications & Training reserves the right to retain the amount of any agent or success fees incurred

Australian Healthcare Qualifications & Training will provide a refund to the student within 14 days of receipt of Application for Refund form.

The refundable amount will be of total tuition fees paid, less agent or success fees, if application form is received 28 days or less prior to the commencement of the program.

The refundable amount will be of total tuition fees paid, less 75% of the non-refundable amount.

No Refund

Australian Healthcare Qualifications & Training will make no refund of any fees if "Application for refund form" is received after the commencement of training

Discretion may be exercised by the Chief Executive Officer in all situations if the student can demonstrate that extenuating or significant personal circumstance led to their withdrawal. In these cases, the student should be offered a full credit toward the tuition fee in another scheduled program in-lieu of a refund. The Chief Executive Officer may also authorise a refund of tuition fees if in her/his opinion the circumstances require it.

Where refunds are approved the refund payment must be paid to the student within 14 days from the time the student gave written notice to cancel their enrolment. Tuition refunds are to be paid via electronic funds transfer using the authorised bank account nominated by the student on the Refund Request Form.

Note. If for any reason Australian Healthcare Qualifications & Training is unable to fulfil its service agreement with a student, Australian Healthcare Qualifications & Training must refund the student's proportion of fees paid for services not delivered.

Protecting fees being paid in advance

Australian Healthcare Qualifications & Training acknowledges that it has a responsibility to protect the fees paid by students in advance of their training and assessment services being delivered. To meet our responsibilities Australian Healthcare Qualifications & Training will only accept payment of up to \$1,500 from each individual student prior to the commencement of the course.

Following the course commencement Australian Healthcare Qualifications & Training may require payment of additional fees in scheduled payments in advance from the student but only such that, at any given time, the total amount required to be paid does not exceed \$1,500.

The basis for determining the amount for scheduled payment must be the costs of the student's training and assessment which is yet to be delivered to the student.

Keeping students informed

To ensure that students are well informed of the financial considerations of their enrolment Australian Healthcare Qualifications & Training undertakes to provide the following fee information to each student prior to enrolment:

- the total amount of all fees including course fees, administration fees, materials fees and any other charges provided on a quotation
- payment terms, including the timing and amount of fees to be paid and any non-refundable deposit/administration fee;

- the nature of the guarantee given by Australian Healthcare Qualifications & Training to complete the training and/or assessment once the student has commenced study in their chosen qualification or course;
- the fees and charges for additional services, including such items as issuance of a replacement qualification testamur, re-assessment and the options available to students who are deemed not yet competent on completion of training and assessment; and
- The Australian Healthcare Qualifications & Training refund policy.

Student complaints about fees or refunds

Students who are unhappy with Australian Healthcare Qualifications & Training arrangements for the collection and refunding of tuition fees are entitled to lodge a complaint. This should occur in accordance with Australian Healthcare Qualifications & Training complaints policy and procedure under Administration section.