

Fees and Refunds Policy

Purpose

This policy covers the obligations of AHRI to have clear policies and procedures for the administration and implementation of course fees and refunds. It outlines how and when fees will be charged for courses, RPL and Credit Transfers, and how refunds will be processed.

This policy relates to all fees charged to students for participation in AHRI's nationally accredited courses.

Policy

1. Approach to management of fees and refunds

- 1.1 The fee refund process will be prompt, easily understood and readily accessible to all customers.
- 1.2 The policy will reflect the current conditions and requirements specified by the Australian Skills Quality Authority.

2. General refund systems and procedure

- 2.1 Refunds will be made in the same method, onto the same account details, as per the original payment.
- 2.2 Staff are to request written confirmation from the customer confirming their refund details and verification of the payment made. i.e. for eft payments, a remittance slip. If refund details differ from the original payment, the customer will need to provide an explanation and verification of any updated details and, where possible, independent confirmation from the client organisation should be obtained.
- 2.3 Staff are to check the customer's history, contact details, address and the details of the original transaction made.
- 2.4 All supporting documentation is to be attached to the refund form and signed by the Manager, General Manager, or CEO in accordance with authority levels (see 'Expenditure and Authority Levels' policy).
- 2.5 The Finance Department will review all documentation independently and check original payment methods.
- 2.6 The financial management system used by AHRI is iMIS.
- 2.7 AHRI has ensured that the financial management system in use meets the following requirements:
 - a) The software supplier is *not able* to withhold records from AHRI in any circumstances.
 - b) The database allows financial records to be provided in electronic and printed versions.
 - c) All information is kept secure, safe and confidential.
- 2.8 Any exceptions to this policy must be approved by the Chief Financial Officer and Company Secretary.

3. Security of financial records

- 3.1 All records will be kept private, protected and secure.
- 3.2 Electronic records will be routinely backed up onsite by AHRI servers and off-site by QTec daily.

4. Fee payment methods

4.1 AHRI has two fee payment methods available to students:

- a) Up-front full fee payment
- b) Part payment plans

4.2 AHRI will accept a wide range of payment methods through its ANZ E-gate facility including:

- Visa
- Mastercard
- Bankcard

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- American Express
- Diners Club

4.3 Other methods of payment can be organised with prior arrangements, including:

- Invoice
- Personal, bank or business cheque

4.4 Payment plans are available to fee-for-service domestic students only, based on mutual agreement between AHRI and the student.

4.5 Payments will be taken automatically via direct debit from the nominated credit card on pre-determined dates and times, as specified in the Payment Plan Application Form or other such mutual agreement.

5. Deferral of enrolment fees

5.1 A deferral is the approved postponement of study, where the participant has already paid their course fees.

5.2 Students are advised to check the deferral fees and timelines in the program handbook and speak with their Academic Coordinator to discuss their options and to ensure program deferral is the most appropriate action

5.3 Students who wish to defer their enrolment in an accredited course must notify Student Support (studentsupport@ahri.com.au), complete a Deferral Form, and must make the deferral payment (where applicable) at the time of the deferral request.

5.4 AHRI membership fees are non-refundable and not available for deferral.

5.5 A deferral will not be accepted until the deferral fee has been received and processed by the Student Support team.

5.6 Students who wish to defer their studies will be made aware that their deferred placement will automatically lapse after 12 months and that only one deferral per course enrolment is permitted.

5.7 If deferral lapses after the 12-month period, the deferral fees incurred by AHRI will be retained.

5.8 Deferral fees and time periods that apply to full fee paying students are as follows:

- a) Deferral before enrolment close date: Nil (no fee applies – enrolment is deferred upon request).
- b) Deferral between the enrolment close date and one week after the program commencement date: (\$275 deferral fee applies – enrolment is deferred on receipt of payment).
- c) No deferrals permitted after the first week of the study period. i.e. program week 2 onwards.
- d) Students who have deferred their studies will be contacted by email prior to the start of the intake they have deferred to and will be provided with information on course commencement dates.
- e) To avoid missing important emails about deferred places, student must ensure that contact details and email addresses are current.

5.9 Deferral fees and time periods that apply to payment plan students are as follows:

- a) Deferral before enrolment close date: Nil (no fee applies- enrolment is deferred upon request)
- b) Deferral between the enrolment close date and one week after the program commencement date: (non-refundable)
- c) No deferrals permitted after the first week of the study period. i.e. program week 2 onwards
Students who have deferred their studies, will be contacted by email prior to the start of the intake they have deferred to and will be provided with information on course commencement dates.

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For further information on deferral, please refer to the program information guide, program handbook or contact studentsupport@ahri.com.au.

6. Withdrawal and enrolment fees

- 6.1 A withdrawal is the formal resignation by a student from an accredited course or program
- 6.2 Prior to discontinuing their enrolment and permanently withdrawing from a course, students:
 - a) Should check the withdrawal fees and timelines in their program handbook and speak with their Academic Coordinator to discuss options to ensure program withdrawal is the most appropriate action.
 - b) Consider alternatives to program withdrawal outlined in the program handbook (e.g. deferral).
- 6.3 Students seeking to withdraw are required to log in to the student portal and complete the online withdrawal application process.
- 6.4 Should students wish to resume their studies after formal withdrawal, they will be required to re-enrol into the program.
- 6.5 A previously deferred student is not eligible for any refund.
- 6.6 AHRI membership fees are non-refundable.
- 6.7 Textbooks and e-textbooks are non-refundable.
- 6.8 Withdrawal fees and time periods that applies irrespective of fee payment method are as follows

- a) Withdrawal before enrolment close date: Nil (no fee applies – course fees refunded in full)
- c) Withdrawal between the enrolment close date and one week after the program commencement date: (\$275 withdrawal fee applies – remaining course fees are refunded)
- d) No withdrawals permitted after the first week of the study period. i.e. program week 2 onwards. No refund of program fees available.

(Note: The withdrawal fee will be deducted from the course fee paid by the student upon enrolment into the course.)

For further information on withdrawal, please refer to the program information guide, program handbook or contact studentsupport@ahri.com.au.

7. Credit transfer fees

- 7.1 'Credit transfer' is the process of national recognition by which AHRI recognises qualifications and Statements of Attainment issued by other Registered Training Organisations towards an accredited course offered by AHRI.
- 7.2 Applicants are required to submit copies of their award or certificate with the completed Credit Transfer Application Form.
- 7.3 There are no costs/fees associated with the credit transfer process / national recognition of qualifications and Statements of Attainment.

8. RPL (Recognition of Prior Learning) fees

- 8.1 RPL recognises the skills, knowledge and experience a person has acquired through previous training, work or life experience towards an accredited AHRI course.
- 8.2 RPL Assessment is charged at the same cost as full course registration / enrolment.
- 8.3 Where RPL is not granted for specific units of competency / topics, a refund is not applicable. Should the student seek to undertake study in the unit, it is expected that the student will re-enrol in those units / topics to achieve the qualification.
- 8.4 If a person wishes to apply for RPL they must complete an RPL Application Form, pay course fees and complete an RPL Checklist (inclusive of supporting evidence).

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Related policies and documents

- RTO Record Management Policy
- Student Record Management Policy
- BSB41015 Certificate IV in Human Resources Course Handbook
- BSB41015 Certificate IV in Human Resources RPL Application Form
- BSB41015 Certificate IV in Human Resources Credit Transfer Application Form
- BSBS41015 Certificate IV in Human Resources Withdrawal Form

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