

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, as per [RTO Standards 2015, Chapter 2](#). 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 fees and refunds charged to students for participation in AHRI's BSB40420 Certificate IV HRM and the AHRI Practising Certificate Program (APC) only. For short courses and corporate training, separate Terms and Conditions apply.

Policy

Approach to management of fees and refunds

- a) The fee refund process will be prompt, easily understood and readily accessible to all customers.
- b) The policy will reflect the current conditions and requirements specified by the Australian Skills Quality Authority.
- a) AHRI membership fees are non-refundable.
- b) Textbooks and e-textbooks are non-refundable.

General information and refund procedures

- Refunds will be made in the same method, using the same account details, as per the original payment.
- 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.
- AHRI staff will check the customer's history, contact details, address and the details of the original transaction made.
- All supporting documentation is to be attached to the refund form and signed in accordance with authority levels.
- The finance department will review all documentation independently and check original payment methods.
- All records will be kept private, protected and secure and electronic records will be backed up and managed in accordance with AHRI's privacy policy.
- Any exceptions to this policy must be approved by the Chief Financial Officer

Fee payment methods

AHRI will accept a wide range of payment methods including:

- Visa
- Mastercard
- Bankcard
- American Express

Deferral and enrolment fees

A deferral is the approved postponement of study, where the participant has already paid their course fees. Students are advised to check the deferral fees and timelines in the course handbook and speak with their Academic Coordinator or Student Support team to discuss their options and to ensure program deferral is the most appropriate action.

Students who wish to defer their enrolment in a formal education course must complete the Deferral Form on the student portal and must make the deferral payment (where applicable) at the time of the deferral request.

- a) AHRI membership fees are non-refundable and not available for deferral.
- b) A deferral will not be accepted until the deferral fee has been received and processed by the Student Support team.
- c) 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.
- d) If deferral lapses after the 12-month period, all remaining course fees will be retained.

Enrolment is deferred on receipt of payment. 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:
 - i. Certificate IV HRM - \$275 deferral fee applies.
 - ii. APC - \$25% capped deferral fee applies.
 - iii. No deferrals permitted after the first week of the study period, i.e., program week 2 onwards.

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

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.

To avoid missing important emails about deferred places, student must ensure that contact details and email addresses are correct.

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

Withdrawal and enrolment fees

A withdrawal is the formal resignation by a student from an accredited course or program. Prior to discontinuing their enrolment and permanently withdrawing from a course, students should check the withdrawal fees and timelines in their program handbook and speak with their Academic Coordinator or the Student Support team to discuss options to ensure program withdrawal is the most appropriate action and consider alternatives to program withdrawal outlined in the program handbook (e.g. deferral).

- a) Students seeking to withdraw are required to log in to the student portal and complete the Withdrawal Form.
- b) Students wishing to resume their studies after formal withdrawal will be required to re-enrol into the program.
- c) A previously deferred student is not eligible for any refund
- d) AHRI membership fees are non-refundable
- e) Textbooks and e-textbooks are non-refundable.

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)
- b) Withdrawal between the enrolment close date and one week after the program commencement date:
 - i. Certificate IV HRM - \$275 withdrawal fee applies.
 - ii. APC - \$25% capped withdrawal fee applies.
 - iii. 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.

Credit transfer fees

‘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.

- a) Applicants are required to submit copies of their award or certificate with the completed Credit Transfer Application Form.
- b) There are no costs / fees associated with the credit transfer process / national recognition of qualifications and Statements of Attainment.

RPL (Recognition of Prior Learning) fees

RPL recognises the skills, knowledge and experience a person has acquired through previous training, work or life experience towards an accredited AHRI course. Any person wishing to apply for RPL must complete an RPL Application Form (inclusive of supporting evidence), along with payment.

If a person wishes to apply for RPL, they must complete an RPL application form and along with payment prior to being enrolled into the course.

RPL Assessment is charged at:

- a) BSB40420 Certificate IV HRM - \$185 per unit of competency
- b) AHRI Practising Certificate - \$600 for 1 unit, \$1200 for 2 units and \$1620 for units 1-3.

RPL is a paid assessment service and as such refunds are not applicable, irrespective of the outcome. Should a student not achieve a successful RPL outcome and seek to undertake study in the unit, it is expected that the student will re-enrol in those units / topics to achieve the qualification.