

APC Fees and Refunds Policy

Purpose

This policy covers AHRI's policies and procedures for the administration and implementation of AHRI Practising Certification (APC) Program fees and refunds. It outlines how and when fees will be charged for APC Program course, RPL and credit transfers. It also addresses how refunds will be processed by AHRI.

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.

2. General refund systems and procedure

2.1 Refunds will be made in the same method, to the same account details, as per the original payment received by AHRI.

2.2 AHRI staff will 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 details, 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 daily onsite by AHRI servers and off-site by QTec.

4. Fee payment methods

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

- Visa
- Mastercard
- Bankcard
- American Express
- Diners Club

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

- Invoice
- Personal, bank or business cheque.

5. Deferral of Units 1 to 3 – conditions and fees

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

5.2 Students are advised to check the deferral fees and timelines in the APC Student 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 study in the APC Program must notify Student Support (studentsupport@ahri.com.au), complete a Deferral Form, and 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 AHRI Student Support.

5.6 A student who wishes to defer their studies will be made aware that their deferred placement will automatically lapse after 12 months and that only one deferral per APC Program 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 are as follows:

- a) Deferral before enrolment close date: Nil (no fee applies)
- b) Deferral between the enrolment close date and one week after the program commencement date: \$330 deferral fee applies
- c) No deferrals permitted after the first week of the study period, i.e. program week 2 onwards. No refund of program fees.
- d) A student who has deferred their studies will be contacted by Student Support 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, the student must ensure that contact details and email address are current.

5.9 If deferral is requested due to pregnancy, conditions and time periods set within clause 5.8 do not apply. Students will be advised to submit deferral application and reenrol within the specific unit of study at no cost.

6. Deferral of Unit 4 Capstone – conditions and fees

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

6.2 If a student is experiencing hardship, they may defer from the Unit 4 capstone at any point during the study period subject to approval by the General Manager, HR Standards and Practice, AHRI.

6.3 Prior to deferral from Unit 4 capstone, students should speak with their Academic Coordinator to discuss options to ensure deferral is the most appropriate action.

6.4 Students seeking to defer from Unit 4, are required to complete the online Deferral Form and submit their application to the AHRI GM HR Standards and Practice (email: hrstandardsandpractice@ahri.com.au). The GM HR Standards and Practice will make the final determination for approval of deferral if circumstances are warranted due to hardship.

6.5 Should students wish to resume their Unit 4 capstone studies within 12 months of approval of deferral they will be required to re-enrol into Unit 4, at no cost.

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- 6.6 Should the student fail to re-enrol in Unit 4 within 12 months they will need to re-enrol into Unit at full cost.
- 6.7 AHRI membership fees are non-refundable.
- 6.8 Textbooks and e-textbooks are non-refundable.

7. Withdrawal conditions and fees

- 7.1 A withdrawal is the formal resignation by a student from the program of study.
- 7.2 Prior to discontinuing enrolment and permanently withdrawing from the course, a student should:
 - a) Check the withdrawal fees and timelines in the APC Program Student Handbook and speak with their Academic Coordinator to discuss options to ensure program withdrawal is the most appropriate action; and
 - b) Consider alternatives to program withdrawal outlined in the APC Program Student Handbook (e.g. deferral, special consideration).
- 7.3 Students seeking to withdraw are required to log in to the student portal and complete the online withdrawal application process.
- 7.4 Should a student wish to resume their studies after formal withdrawal, they will be required to re-enrol in the program.
- 7.5 A previously deferred student is not eligible for any refund.
- 7.6 AHRI membership fees are non-refundable.
- 7.7 Textbooks and e-textbooks are non-refundable.
- 7.8 Withdrawal fees and time periods that apply are as follows:
 - a) Withdrawal before enrolment close date: Nil (no fee applies)
 - b) Withdrawal between the enrolment close date and one week after the program commencement date: \$330 withdrawal fee applies
 - c) No withdrawals permitted after the first week of the study period, i.e. program week 2 onwards: No refund of program fees.

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

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8. Credit transfer fees

- 8.1 Credit transfer is the process by which AHRI recognises previously completed formal postgraduate study. Previous postgraduate study with tertiary institutions may count towards credit for Units 1, 2 and 3 of the AHRI Practising Certification Program.
- 8.2 Graduates of an AHRI accredited postgraduate course are automatically eligible for direct credit transfer for Units 1, 2 and/or 3 of the APC Program if:
 - a) the relevant postgraduate study was completed within the past 10 years; and
 - b) the applicant has a minimum of two years' experience in a HR generalist role.
- 8.3 Applicants are required to submit:
 - a) a certified copy of the postgraduate qualification testamur; and
 - b) a copy of their current CV (curriculum vitae).
- 8.4 There are no costs/fees associated with the credit transfer process.
- 8.5 Credit transfer is not available for Unit 4 capstone.

9. RPL (Recognition of Prior Learning) fees

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- 9.1 RPL recognises the skills, knowledge and experience a person has acquired through previous training, work or life experience towards the AHRI Practising Certification Program.
- 9.2 If a person wishes to apply for RPL they must complete the AHRI RPL Application Form, pay the RPL assessment fee, and undertake the RPL assessment process.
- 9.3 A fee for RPL assessment and services is charged relative to full course fees. Details are made available on the Skills Recognition section of the AHRI website.
- 9.4 Where RPL is not granted, the applicant is not eligible for an RPL refund. If the student wishes to undertake study in the unit/s they must enrol in the unit/s at full cost.
- 9.5 RPL is not available for Unit 4 capstone.

Related policies and documents

- AHRI APC Program Skills Recognition - RPL Application Form and Guide
- AHRI APC Program Skills Recognition - Credit Transfer Application Form
- APC Program Student Handbook
- APC Program Information Guide
- Student Record Management Policy

Publishing details

Document: Name:	APC Fees and Refunds Policy
Responsibility:	Manager Learning & Development and Quality, AHRI
Status:	Approved
Version:	V1.2
Approved By:	GM HR Standards and Practice
Approval Date:	8 November 2019
Last updated:	1 November 2019
Next review:	8 November 2020
Review Date:	1 year from approval
Relevance:	AHRI staff, Education Team members, prospective and current students