

## **Introduction**

The following will provide you with information about AIHM Fees and Refund policies.

Fees are levied on all courses, details of which are contained in the relevant course information sheet.

Applications are taken and then confirmed with potential students confirming enrolment in a course once all documentation has been submitted. The following documents are required to be returned to AIHM:

- Unit Enrolment form
- Signed Appendix - ( Code of Practice ) Declaration from the Student Handbook

A confirmation email of enrolment is sent to students on finalising all the relevant documents

## **SCOPE**

This Fees and Refund policy applies to all students enrolled with AIHM unless student claims commonwealth assistance.

## **Fees and Charges**

### **Payment of Fees**

Course fees can be paid by cash, credit card, direct deposit, or cheque.

Cheques should be made payable to AIHM. No cash payments should be sent through the mail. Receipts will be issued on payment of fees. VET FEE HELP invoice notice will be issued atleast 14 days prior to census date and not more than 42 days before the unit's commencement date.

EFTPOS facilities are available at AIHM. Payments can be made over the telephone or in person.

Students will be charged as they progress through their course. Students are liable for the financial commitment to AIHM for the duration of their course.

Please note full fees must be paid on or before census date. Students whose fees are in arrears may have their enrolment suspended or cancelled unless prior arrangements have been made with the Directors.

### **Payment options**

#### **Fees in Advance**

Fee paying Australian students are expected to pay their VET unit fees by paying no more than \$1000.00 prior to the commencement of the course. The remaining balance should be paid before the census dates no more than \$1500.00 per instalment.

## Fees and Refund Policy

AIHM has appropriate safeguards and fair options in place for any monies paid in advance and that these funds are not used until courses and or units have commenced.

In the event that a course is cancelled while in progress due to circumstances beyond the control of AIHM the student will be provided with a refund of fees on hold or offered a transfer to another course or similar course.

AIHM guarantees once you have commenced your course training / assessment will be provided to completed for the course

### Refunds – Local Students

Fees detailed here apply to all AIHM students, including VET FEE-HELP students. Any fees charged are done as a disincentive for students submitting late withdrawals from VET units of study. Refunds are applicable for VET unit fees paid only in the following circumstances:

Prior to the commencement of the VET unit of study	All VET unit fees received will be refunded in full
After the census date**	No refund of VET unit fees received No additional fees charged Application for re-credit of FEE-HELP balance can be made (see also Withdrawal Policy)

### Refund Policy (overseas students)

AIHM will provide a total refund of Course Money paid in advance or for tuition already received including application fees where:

- a) the course does not start on the agreed starting day.
- b) the course ceases to be provided at any time after it starts but before it is completed; or
- c) the course is not provided in full to the student because a sanction has been imposed on the registered provider under part 6 (ESOS Act)

AIHM will apply the following refunds where applicable:

#### **Courses longer in duration than 10 weeks**

Where a written application is received for a Course Money Refund AIHM staff will:

- provide a total refund of course money paid in advance where a Visa.
- provide a full refund of course money paid in advance, where enrolling students provide more than 10 weeks written notice of their intention to withdraw from the course prior to the course commencement. The refund will be less the maximum of 10% or \$1000, whichever is the lesser, for administrative expenses.
- provide a partial refund of course money paid in advance, where enrolling students provide more than 4 weeks and up to 10 weeks written notice of their intention to withdraw from the course prior to

the course commencement. The refund will be 70% of a semesters fees less the maximum of 10% or \$1000, whichever is the lesser, for administrative expenses.

- provide a partial refund of course money paid in advance, where enrolling students provide less than 4 weeks written notice of their intention to withdraw from the course prior to the course commencement. The refund will be 40% of a semesters fees, less the maximum of 10% or \$1000, whichever is the lesser, for administrative expenses.
- provide a partial refund to students who withdraw after the commencement of the course up til the first 4 weeks. The refund shall be 30 % of a semesters fees, less the maximum of 10% or \$1000, whichever is the lesser, for administrative expenses.
- apply no refund where a student has withdrawn from the course after the 4<sup>th</sup> week of the course.
- a student who has paid for more than two semesters in advance and withdraws during semester and more than four weeks before the commencement of the following semester, will receive no refund of fees for the current semester and at least 70% of the following semester's fees and a full refund of fees paid for any subsequent semester.
- should AIHM Management withdraw its offer or fails to provide the program offered or terminates its course delivery before or after semester/Education Service commences AIHM will provide a full refund of course money.
- should AIHM Management withdraw a student from a Course because the student has seriously breached international student visa conditions or a provider's rules, no refund of the current semester's fees and 40% of fees applicable to a subsequent semester and a full refund of fees paid for any subsequent semester.

## Refund Procedures

Where a student believes that they have grounds for a course fee refund, students should:

- Submit a written request for course fee refund to the Registrar
- State valid reasons for their course refund application.
- Allow 7 days for the application to be processed by AIHM Management
- Recognise that AIHM's Management refund policy and the availability of complaints and appeals processes, does not remove the right of the student to take action under Australia's consumer protection laws.
- When receiving a written course fee refund application the Registrar shall:
  - Present the application to AIHM management
  - Provide the student in writing the resulting decision of AIHM Management.
  - Advise the student of their right to appeal the decision of AIHM Management.

**Definition:**

Census date: A census date for a VET unit of study is the closing date for a student to apply for VET FEE-HELP assistance and the date a student incurs a VET FEE-HELP debt (the tuition fees) for the VET unit undertaken. The census date is set by the VET provider and can be no earlier than 20% of the way through a VET unit of study. Individual VET units of study census dates will be published on an annual basis and available on the AIHM's course outline documents on the AIHM website.