



Refund of Tuition Fees Policy

Date	Version	What changes	Approval
March 2022	4.0	Updated VSL matters	CEO

Background

- Fee are levied on all courses offered.
- **All fees and charges must be paid in advance for each Term. Failure to do so may result in the withholding of marks and hence progression through the course.**
- Students may pay their fees in instalments if they choose, however late fees will mean they cannot progress to the next term or graduate.
- Students may request Special consideration under the policy for Appeals should they require assistance with fee payment.
- **VSL** : Where students have a Vet Student Loan (VSL) these do not cover all of the fees and the student will be expected to pay the “gap” fee each term.
- See <http://www.aihe.edu.au/vet-student-loans.html>
- Please note that the Application fee and Materials fee are not refundable.

Refunds

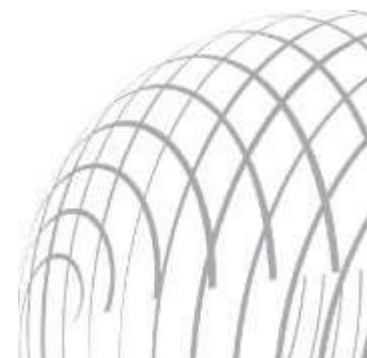
Refunds can only be provided under specific circumstances. Please speak to a staff member about this if you have questions

1. If you intend to withdraw from a course of study

- You must submit a Refund Request Form <http://www.aihe.edu.au/policies-procedures--forms.html> for any of the following reasons for withdrawal:
 - Before course commencement and wish to be considered for a refund of your tuition fees and/or exemption from liability for tuition fees.
 - More than 28 days before the course commencement date, then 95% of fees will be refunded (less a non-refundable course administration fee of AUD \$200).
 - Less than 28 days but more than 7 days before course commencement for a conditional offer where the conditions of the offer have not been met, 80% of fees will be refunded (less a non-refundable course administration fee of AUD \$200).
 - Within 7 days of course commencement for a conditional offer where the conditions of the offer have not been met 50% off fees will be refunded (less a non-refundable course administration fee of AUD \$200).

2. After the census date, four weeks from commencement of the semester (Term1 or 3) or if your enrolment is terminated

- All fees for the full semester remain payable and are not refundable except in



circumstances of justifiable hardship.

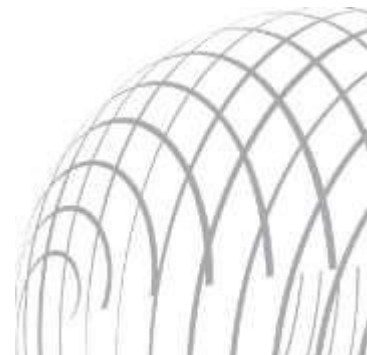
- If the student withdraws prior to the census date (Friday of week 4 Terms 1 and 3)
- 3. Failure to comply with the Institutions' policy, bad behavior, unsatisfactory progress, failure at examinations, or unsatisfactory attendance**
- Your enrolment may be terminated by the Institution as a result and no refund will be given should this occur after the census date and fees have not been paid in advance.
- 4. VSL Refunds**
- **Pre census the student will be entitled to a refund of fees for that Term. The student's records in TCSI will be updated to reflect this.**
 - **Post census no refund is owing. The change in status will be noted in TCSI.**
- 5. Special circumstances**
- Approval of special circumstances will only be given for extenuating circumstances (please submit the Appeals Form with supporting evidence to AIHE).
- 6. After Clinical Placement provision**
- If you withdraw from the course after AIHE has provided you with a clinical placement you may be required to pay a \$20 000 placement fee unless you can show due cause.
- 7. Where you have an upheld complaint or appeal which has gone through the full process, including mediation:**
- You are entitled to access the Complaints and Appeals process should you be dissatisfied with the course or RTO decision. This information is available in the Student Information Guide and the website.
 - You should also be aware that this agreement, and the availability of a complaints and appeals process does not remove the right of the student to act under Australia's consumer protection law. Please complete a Refund Application Form available from <http://www.aihe.edu.au/vet-student-loans.html>
- 8. Where the RTO or a third party closes or ceases to deliver the agreed training and/or assessment**
- In the event that the AIHE ceases to exist, you may be supported by another RTO. AIHE has an obligation under the ASQA guidelines to ensure that your information is passed to another RTO to deliver the remaining units or to give you RPL for units for which you have already submitted an assessment. AIHE are committed to ensuring that all students are supported no matter what happens.

You will either be:

- be placed into an equivalent course such that:



- the new location is suitable to the learner or
 - the learner receives the full services for which they have prepaid at no additional cost to the learner; **or**
 - you will be refunded for all fees paid in advance over \$1500 for services yet to be delivered
- 9. If the Institution cancels your enrolment because a course is no longer being offered you will be notified in writing and will be given the option to transfer your enrolment to another course and/or term or you may request a full refund of your tuition fees. Requests for a full refund of tuition fees will be processed within 2 weeks of the receipt of all documents, unless a request to transfer enrolment to another course or term is received from you in writing during this period.**



Refund application form

Please complete the details below and return it with the receipt of course fees and certified copies of any supporting documents. You do not need to complete this form in the case of a course cancellation.

STUDENT NUMBER		COURSE NAME	
SURNAME			
FIRST NAME		START DATE	
ADDRESS			
STATE		POSTCODE	
TELEPHONE		MOBILE NUMBER	
EMAIL ADDRESS			

REASON FOR REFUND

Please tick the correct reason below and provide details below.

- Withdrawing due to compassionate and compelling circumstances outlined below
- Overpayment of course fees
- Other (provide details below)

PROVIDE DETAILS OF REASONS FOR REFUND

Attach supporting documents.

PAYMENT DETAILS

Please provide relevant details for payment of refund. Complete name and address details if different from above. Include bank details for direct deposit refunds.

REFUND METHOD	<input type="checkbox"/> CHEQUE	<input type="checkbox"/> DIRECT DEPOSIT
FIRST NAME		SURNAME
ADDRESS		
STATE		POSTCODE
ACCOUNT NAME		
BSB NUMBER		ACCOUNT NUMBER

OFFICE USE ONLY

DATE RECEIVED		REFUND DECISION	<input type="checkbox"/> YES <input type="checkbox"/> NO
CHECKED BY		APPROVED BY	

