

**AHETI**Transforming Aspirations into
Australian Health Careers

FEE MANAGEMENT, DEFERRAL AND REFUND POLICY

1 PURPOSE AND SCOPE

- 1.1. The primary objective of this Policy is to establish procedures for AHETI to equitably and adequately assess and manage student fees, deferral processes, and refund protocols in a diverse range of financial arrangements.
- 1.2. This Policy pertains to all financial components, charges, reimbursements, and measures for the qualifications and units provided by AHETI.
- 1.3. This Policy is relevant to fees, deferment options, reimbursements, and financial security provisions that are applicable to individuals and entities participating in a Government Funded Training Contract, a Fee for Service agreement, or a Partner Agreement.

2 DEFINITIONS

- 2.1. For the context of this Policy and related Procedures, the subsequent explanations apply:
 - i. AHETI - Australian Health Education and Training Institute
 - ii. AQF – denoting the Australian Qualifications Framework.
 - iii. ASQA – signifying the Australian Skills Quality Authority, the primary national VET regulator for RTOs.
 - iv. VET – representing Vocational Education and Training.
 - v. VETSL – referring to Vocational Education and Training Student Loan.

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3 POLICY STATEMENT

- 3.1. AHETI ensures a just, impartial, and transparent method for determining and handling fees, deferrals, and refunds for all students and clients, aligning with the Standards for RTOs (2015).
- 3.2. AHETI establishes fees in compliance with market factors and the applicable legislation, which is overseen and managed by the Australian Competition and Consumer Commission (ACCC).

4 PRINCIPLES - FEES

- 4.1. AHETI ensures that all fees are reasonable and just, in line with market rates, and compliant with relevant government legislation and the Standards for RTOs (2015).
- 4.2. AHETI determines tuition fees for each enrolled course and retains the right to review and adjust fees.
- 4.3. Fees are applicable to both domestic and international students. Once a student accepts an offered place and pays fees, it creates a binding agreement between the student or client and AHETI. Upon enrollment, the student or client becomes responsible for all fee payments.
- 4.4. AHETI provides accurate and timely fee information for prospective and current students and clients on its website. It ensures that:
 - i. Comprehensive and accessible details about all fees and charges, including tuition fees, invoice deadlines, and payment methods, are readily available. The published fees provide sufficient information to calculate the fee for each unit within a qualification.
 - ii. Fees are clearly outlined in the Letter of Offer for students and the contract for clients.



- iii. Students are not charged fees or charges that are not included in the approved Schedule of Fees provided to all students and clients.
 - iv. Procedures are established to manage student complaints, disputes, and administrative errors related to student fees and refunds.
- 4.5. Students or clients must meet payment deadlines or clear any outstanding debts to access services, including certification documentation, and privileges at AHETI. Therefore, students are responsible for ensuring that:
- i. Their enrollment records are accurate.
 - ii. Their personal contact details are up to date.
 - iii. They read and respond to correspondence regarding student fees and payment deadlines in line with relevant timelines.
 - iv. They make fee payments by the specified due date.
- 4.6. Unless stated otherwise, course fees encompass the cost of all compulsory training and assessment materials, including course reading materials and certification.
- 4.7. Students and clients must adhere to payment terms as specified in their Letter of Offer or invoice. This applies to all funding arrangements.
- 4.8. Some courses may be eligible for government funding or access to student loans. In such cases, students will be informed and provided with the necessary regulations and procedures.
- 4.9. Fees paid by or collected through Third Party Providers, and refunds processed through Third Party Providers, are subject to AHETI's policies and procedures as well as relevant legislation.
- 4.10. Failing to meet the Schedule of Fees payment will lead to the student being excluded from the remaining course.

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4.11. In accordance with the Standards for RTOs (2015), clause 7.3:

- i. AHETI will not request more than \$1,500 of any course fee before the course commences.
- ii. For courses with a cost exceeding \$1,500, the fee payment will be spread throughout the course's duration.

5 PRINCIPLES - REFUNDS AND DEFERRALS

5.1. In alignment with the Standards for RTOs (2015) Clause 5.3, the following refund scenarios apply:

- i. AHETI fails to deliver a course of study, in which case a full refund must be issued.
- ii. Withdrawal of an admission offer, in which case AHETI may retain an Administration Fee.
- iii. A student provides written notice of withdrawal seven (7) days before the course commencement, resulting in a refund, minus an Administration Fee.
- iv. A student in a VETSL arrangement withdraws before the census date.
- v. In a fee-for-service arrangement, if a student withdraws before the Census Date, AHETI may retain an Administration Fee.
- vi. Fee reduction may apply in case of changes in government pricing.
- vii. A student transferring their enrollment to another course offering and who has not paid fees in full may defer fees to align with the new offering, provided the Census Date has not passed.



- 5.2. The Census Date is determined when at least 20% of the course material has been delivered, digitally or otherwise, allowing student interaction and content consumption, or when 20% of the course has been delivered according to the schedule.
- 5.3. The Administration Fee is set at 15% of the total full course fee, or calculated as a minimum of \$100.00 (whichever is higher) up to a maximum of \$500 (whichever is lower).
- 5.4. Refunds will not be granted after the Census Date.
- 5.5. Deferrals will not be allowed after the Census Date.
- 5.6. Students facing exceptional circumstances or compassionate grounds may apply for special consideration for refunds or deferrals through a formal application to the AHETI Director. Such requests must include evidence of the extraordinary circumstances and may require supporting documents like comprehensive medical certificates or statutory declarations illustrating study disruptions.
- 5.7. Students suspended or excluded due to misconduct are not eligible to seek fee refunds based on special circumstances.
- 5.8. While a misconduct investigation is ongoing, refunds (if applicable) will be put on hold until the investigation concludes.
- 5.9. Administrative or transaction fees imposed by financial institutions are non-refundable unless the refund results from AHETI's decision or actions.
- 5.10. No deferral requests will be approved for students who have already been granted a deferral once before.
- 5.11. This policy and the option of a complaints and appeals process do not negate a student's right to take action under Australia's Consumer Protection Laws.

6 ROLES AND RESPONSIBILITIES

- 6.1. The AHETI Risk Management Committee must approve any proposals regarding the establishment, review, or discontinuation of fees. The CEO retains the authority to accept these proposals.
- 6.2. The AHETI Director of Operation is responsible for the enforcement of this Policy and has the option to delegate all or part of their responsibilities to an AHETI staff member.
- 6.3. The AHETI Director, or their delegate, bears the following responsibilities:
 - i. Deciding the method for evaluating course fees.
 - ii. Determining the course fees to be presented for assessment by the AHETI Committee.
 - iii. Ensuring that the results of each decision on course fees are meticulously recorded in the minutes of AHETI's Operations Meeting.

For more information		
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