

**AHETI**Transforming Aspirations into
Australian Health Careers

FEE MANAGEMENT, DEFERRAL AND REFUND PROCEDURE

1 PURPOSE AND SCOPE

- 1.1. This procedure delineates the processes employed by AHETI to ensure the proper management of fees, deferrals, and refunds.
- 1.2. The Fees, Deferral, and Refund Procedure illustrates the manner in which fees, deferrals, refunds, and fee protection are implemented for qualifications and units offered by AHETI.

2 SCOPE

- 2.1. This Procedure pertains to the fees, costs, reimbursements, and fee safeguard measures relevant to individuals and organisations participating in a Government Funded Training Contract or a Fee for Service agreement, and it encompasses all personnel engaged in fee-related procedures.
- 2.2. This procedure may be extended to individuals supported by VET Student Loans and/or beneficiaries of Smart and Skilled (NSW Department of Education and Training) funding schemes within AHETI.

3 FEES AND CHARGES

- 3.1. All fees are set at a level that aligns with prevailing market prices and are substantiated with appropriate evidence, which includes, but is not limited to, a comparison involving various factors like the provider, date, information source, course content, particularly in relation to elective units, intake or cohort options, and the associated costs.



- i. Fees are subject to an annual review and adjustments are made as necessary. Any fee changes must undergo a comparison with market pricing and must adhere to all pertinent laws, the Australian Competition and Consumer Commission (ACCC) guidelines, and the [Standards for RTOs \(2015\)](#).
 - ii. The CEO possesses the Board's authority to approve proposals for fee establishment, revision, or discontinuation. The AHETI Director, or other staff upon delegation, is responsible for compiling evidence regarding the prevailing market pricing. These price comparisons are then presented to the AHETI Committee, which will reach consensus and forward a recommendation to AHETI Management for ratification or approval.
 - iii. AHETI is responsible for keeping its website up to date to ensure that all published fees are current and accurate.
 - iv. Unless otherwise stipulated in the Letter of Offer, course fees encompass all mandatory training and evaluation materials, including course-related reading materials and the certificate of completion.
 - v. If a course mandates work placement, additional documentation may be necessary to fulfil the requirements of the placement organisation. The student will be accountable for any extra expenses incurred, which may encompass Police Checks and Working with Children Checks (WWCC).
- 3.2. The Student or client must fulfil the payment requirements outlined in the Letter of Offer, invoice, agreement, or any other document specifying payment terms.
 - i. When a Letter of Offer is provided, students and clients must adhere to the instructions and proceed to process their payment online through the designated payment portal.



- ii. For courses priced at \$1,500 or less, students and clients are required to make a single payment before the commencement of the qualification or unit. For courses priced at \$1,501 or more, students and clients must make two payments. An initial payment of \$1,000 is due before the commencement of the qualification or unit, and the second payment of the remaining amount is expected to be paid within 14 days after the start of the qualification or unit of competency.
 - iii. In cases where an invoice is issued, students and clients have 14 days to make the payment through the provided payment options.
 - iv. If courses are potentially eligible for government funding or access to student loans, students and clients will receive additional information from the relevant lending authority. The Letter of Offer will contain details on how to access this information.
 - v. Students who fail to meet the fee payment deadline will receive notification of non-payment via email. Students will have the opportunity to respond to the notification and rectify any outstanding payments. Failure to do so may lead to exclusion unless alternative arrangements are made.
- 3.3. Students who wish to defer or postpone their studies must complete a Deferral Application Form. This form is submitted in writing to the AHETI Director of Education, and students will receive email confirmation of receipt within two (2) business days after submission.
- i. The AHETI Director of Education will review all Deferral applications.
 - ii. Students will be informed of the outcome of their deferral application within seven (7) business days from the date of receipt.
 - iii. Upon a successful transfer of studies, students will receive a new statement indicating the Schedule of Fees. It's important to note that students can apply to transfer studies, but only the remaining available scheduled fees will be applicable for this transfer.



AHETI

Transforming Aspirations into
Australian Health Careers

- 3.4. Students can defer their studies for a maximum period of 12 months. Deferral may only occur once.
- i. A student who defers can transfer their scheduled fees to the deferred course offering, including any fees paid before the deferral, which will be retained by AHETI and applied to the deferred offering, minus the Administration Fee.
 - ii. Students wishing to return to studies after a period of deferral must notify their intention to resume studies in writing via email to the AHETI Director at least 14 days before recommencing studies.
 - iii. Students who wish to resume their studies will be provided with information regarding the next available course commencement date and options. The availability of the course will determine the student's return to study.
 - iv. Upon returning to their studies after a deferral, students will have the unused portion of their fees from their initial enrollment applied as a credit to their new enrollment, with an Administration Fee deducted.
 - v. Any outstanding course and/or Administration fees due upon the student's return to study will be documented in an invoice and must be paid by the student before the course commencement.
 - vi. Students who do not resume their studies within 12 months of the deferral will be withdrawn, and all fees paid may be retained by AHETI, unless the student can provide valid reasons, such as illness or force majeure.
- 3.5. The Administration Fee will be calculated as 15% of the total cost of the full course fee or, in cases where it exceeds that amount, a minimum of \$100.00 to a maximum of \$500.00.
- 3.6. The Census Date is determined when a minimum of 20% of the course material has been delivered to the student through digital or other means, enabling the student to engage with and access the content.



AHETI

Transforming Aspirations into
Australian Health Careers

- 3.7. Deferrals will not be approved if the Census Date has already passed, as defined in the AHETI Fees and Refund Policy, unless the student provides documented evidence of exceptional circumstances.
- 3.8. Students can withdraw from their studies without financial penalty once all course fees have been paid. Students who withdraw without completing but have finished at least one unit will receive a Statement of Attainment. For students who withdraw without completing and have not finished any units, they may receive a Statement of Attendance if appropriate.
 - i. Fee for service students can withdraw without financial penalty up to one week before the course commencement. Those who withdraw after this period will be responsible for all course fees.
 - ii. Government-funded and loan students can withdraw without financial penalty within 14 days of starting their studies. Students withdrawing after this period will be required to pay all course fees.
 - iii. Students wishing to withdraw must complete an Intention to Withdraw Application form in writing. Upon receipt by AHETI, the student will receive confirmation of receipt within 10 business days, and the outcome of their application will be communicated within seven business days following confirmation of receipt.
- 3.9. Refunds will be processed or accepted as long as they align with AHETI's Fee Management, Deferral, and Refund Policy.
 - i. Students who request refunds for reasons not previously mentioned will be considered. In cases where AHETI is unable to deliver a course of study, any fees paid by the student will be refunded within ten (10) business days after the course cancellation.
- 3.10. The calculation of all refunds will be carried out by the Student Administration Officer, and their approval will be assessed by the AHETI Director before being processed by the Finance Department.

**AHETI**Transforming Aspirations into
Australian Health Careers

- 3.11. Refunds will not be issued after the Census Date has passed, as defined in AHETI's Fee Management, Deferral, and Refund Policy.
- 3.12. In specific situations, the AHETI Director of Operation may evaluate a formal refund request from a student due to extraordinary circumstances. Such requests will be considered solely at the discretion of the AHETI Director of Operation. To be considered for exceptional circumstances, students must provide supporting documentation, which may include a detailed medical certificate from a registered medical practitioner, statements from a counsellor or employer, or evidence of the impact of a fire emergency or natural disaster, accompanied by a signed Statutory Declaration.
- 3.13. All records related to fee refunds must be stored in the student's file within the Student Management System (SMS).
- 3.14. If a student is unable to make payment, the AHETI Finance Department will take action to recover the outstanding debt.

4 DECISIONS, NOTIFICATION AND RECORD KEEPING

- 4.1. The AHETI Committee is responsible for proposing all fees, which are subsequently submitted to the AHETI Management for approval. The CEO has the authority to accept any proposals related to fee establishment, review, or discontinuation.
 - i. The approval of all refunds is under the jurisdiction of the AHETI Director of Operations.
 - ii. Students will be provided with fee information before enrolling in AHETI. The Letter of Offer will include a comprehensive fee schedule and instructions for payment.
 - iii. Clients will agree to the specified fees before entering into a contractual agreement with AHETI. Upon contract/agreement execution, clients will receive an invoice.



AHETI

Transforming Aspirations into
Australian Health Careers

- 4.2. All supporting documents concerning market pricing and price comparisons will be stored and archived for each respective course on the local shared drive, including the date and source location of this information.

For more information		
	Website	www.aheti.com.au
	Email	support@aheti.com.au