

Refunds Policy

The following refund policy will apply:

Australian Healthcare Qualifications & Training reserves the right to retain the amount of any agent or success fees incurred.

Australian Healthcare Qualifications & Training will provide a refund to the student within 14 days of receipt of Application for Refund form.

The refundable amount will be of total tuition fees paid, less agent or success fees, if application form is received 28 days or less prior to the commencement of the program.

The refundable amount will be of total tuition fees paid, less 75% of the non-refundable amount.

In the event that Australian Healthcare Qualifications & Training terminate the arrangement or fails to provide the agreed services a full refund will be made.

No Refund

Australian Healthcare Qualifications & Training will make no refund of any fees if "Application for refund form" is received after the commencement of training.

Discretion may be exercised by the Chief Executive Officer in all situations if the student can demonstrate that extenuating or significant personal circumstance led to their withdrawal. In these cases, the student should be offered a full credit toward the tuition fee in another scheduled program in-lieu of a refund. The Chief Executive Officer may also authorise a refund of tuition fees if in her/his opinion the circumstances require it.

Where refunds are approved the refund payment must be paid to the student within 14 days from the time the student gave written notice to cancel their enrolment. Tuition refunds are to be paid via electronic funds transfer using the authorised bank account nominated by the student on the Refund Request Form.

Note. If for any reason Australian Healthcare Qualifications & Training is unable to fulfil its service agreement with a student, Australian Healthcare Qualifications & Training must refund the student's proportion of fees paid for services not delivered.

Protecting fees being paid in advance

Australian Healthcare Qualifications & Training acknowledges that it has a responsibility to protect the fees paid by students in advance of their training and assessment services being delivered. To meet our responsibilities Australian Healthcare Qualifications & Training will only accept payment of up to \$1,500 from each individual student prior to the commencement of the course.

Following the course commencement Australian Healthcare Qualifications & Training may require payment of additional fees in scheduled payments in advance from the student but only such that, at any given time, the total amount required to be paid does not exceed \$1,500.

The basis for determining the amount for scheduled payment must be the costs of the student's training and assessment which is yet to be delivered to the student.

Keeping students informed

To ensure that students are well informed of the financial considerations of their enrolment Australian Healthcare Qualifications & Training undertakes to provide the following fee information to each student prior to enrolment:

- The total amount of all fees including course fees, administration fees, materials fees and any other charges provided on a quotation
- Payment terms, including the timing and amount of fees to be paid and any non-refundable deposit/administration fee
- The nature of the guarantee given by Australian Healthcare Qualifications & Training to complete the training and/or assessment once the student has commenced study in their chosen qualification or course
- The fees and charges for additional services, including such items as issuance of a replacement qualification testamur, re-assessment and the options available to students who are deemed not yet competent on completion of training and assessment
- The Australian Healthcare Qualifications & Training refund policy

Student complaints about fees or refunds

Students who are unhappy with Australian Healthcare Qualifications & Training arrangements for the collection and refunding of tuition fees are entitled to lodge a complaint. This should occur in accordance with Australian Healthcare Qualifications & Training Complaints Policy and Procedure.

Changes to agreed services

Australian Healthcare Qualifications & Training will advise the student as soon as practical of any changes to the agreement this may include; , involvement of any new third party arrangements or a change in ownership or changes to existing third party arrangements.