



AHEA Withdrawal and Refunds Policy

In order to cancel enrolment/withdraw from a course or unit, **students must provide advice in writing** to the Australian Higher Education Academy's Principal. It is the date this advice is received that determines whether fees are credited or refunded.

For all courses, a refund or credit of tuition fees will be made if the unit withdrawal is prior to the unit census date. Once the census date passes, there are no refunds or credits applicable to tuition fees.

If enrolment is cancelled prior to the unit census date, all amenities fees paid for that unit will be refunded or credited. Any portion of any other materials fees or levies to be refunded will be at the discretion of AHEA Management.

Students on a payment plan might still have a payable fee after withdrawal. Outstanding fees remain on a student's record indefinitely and will affect future enrolment.

Students will be charged penalty charges on any outstanding fees payable to AHEA and if they default in payment of any invoice when due, will indemnify AHEA from and against all costs and disbursement incurred by AHEA in pursuing the debt including legal costs on an indemnity basis and AHEA's reasonable collection agency costs.

Extraordinary circumstances

Under extraordinary circumstances a full or partial refund **may** be approved by the Board of Directors of AHEA. Students must apply in writing to the Board explaining the extraordinary circumstances and attach any relevant supporting evidence. Each case will be considered on its merits.

NOTE: This refund policy applies only to publicly funded courses. It does not apply to:

- Fee for service courses or commercial fee paying students. Refunds for these courses are as follows:

Withdrawal Notification Period	Refund on course fees paid
After course commencement and up to the first week (census date)	Full Refund less \$150 Enrolment Fee Deposit and \$100 administrative expenses
After census date	No refund

- Short courses. Check refund conditions for these courses when enrolling.