



AHEA Withdrawal and Refunds Policy

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

Students who withdraw are entitled to a full refund of the applicable course fee, resource fee and other fees where:

- A unit is cancelled or rescheduled to a time unsuitable to the student; or
- A student is not given a place due to maximum number of places being reached.
- A class is cancelled because of declining student numbers, no available lecturer, or due to other circumstances caused by the RTO

Students who withdraw for reasons other than those outlined above and who lodge a withdrawal form on or before the census/withdrawal date for a unit will be eligible for a full refund of the course fee for the unit; and

- A full refund of the resource fee if the course is a Diploma or Advanced Diploma
- 50% of the resource fee if the course is below Diploma level.

Once the census date passes, there are no refunds or credits applicable to tuition fees.

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.