

## Student Fee Refund Policy

March 2017

### Government Funded Students Refund Policy

If a student withdraws, by written notice, from government funded training at any time up until 30 days after the scheduled commencement date of the course, All Heath Training will refund the tuition fees paid in respect of the enrolment (less any non-refundable registration fee and administration fee as per the Statement of Fees for each course), and any other fees and charges paid by or on behalf of the student. After 30 days of the commencement date, no refund is payable to the student.

Where a resource fee is applicable in a course, this is an additional non-refundable amount on withdrawal at any time.

Where a placement fee is applicable in a course, this will be refunded fully if placement has not commenced.

### Fee for Service Students Refund Policy

The following explains timeframes and charges when claiming for a refund.

- Prior to the commencement of the course a refund will be provided less any non-refundable registration fee as per the Statement of Fees for each course
- From course commencement to 30 days into the course a refund will be provided less 25% processing fee on the full cost of the course
- After 30 days from commencement date of the course a refund will be provided less 50% processing fee on the full cost of the course
- After 45 days from commencement date of the course, no refund is provided

Where a resource fee is applicable in a course, this is an additional non-refundable amount on withdrawal at any time.

Where a placement fee is applicable in a course, this will be refunded fully if placement has not commenced.

### Definitions:

- The withdrawal date is taken as the date of return of the withdrawal form
- The timeframe is calculated in the number of days from the first date of class commencement to the withdrawal date, regardless of public holidays, school holidays or weekends

### All students

- Fees will be refunded by direct debit only and the student must notify All Health Training the correct account name, BSB & account number on the withdrawal form
- Fees will be refunded on default by All Health Training when:
  - The course does not start on the agreed commencement date
  - The course ceases to be provided before it's completion date
  - The course is not provided in full to the student