



Australian Institute of Family Counselling Ltd

Excellence in Christian Counselling Training

Fee refund policy.

The fee refund policy for students who do not wish to continue with the course is as follows:

1. The application for enrolment fee is not refundable, unless AIFC fails to deliver the course.
2. Any fees paid for a course or unit that is not delivered (e.g. because of insufficient enrolments) will be fully refunded unless the student voluntarily enrolls at a different location.
3. A student who has paid tuition fees for a course or unit will be entitled to refund of the current term/unit fees where they withdraw as follows:
 - a. Before the term fee payment is due 100%,
 - b. After the term fee payment is due but before term commencement 75%,
 - c. On the first day of a seminar or for DEP and VGC students the day after term commencement 50%
 - d. On the second day of seminar, or for DEP and VGC students the second day after commencement of term 25%, and
 - e. After the second day of seminar, or for DEP and VGC students the third day after commencement of term Nil.
4. A student who has not paid tuition fees for a course or unit and who withdraws, will be liable to pay portion of the course fees as follows:
 - a. Withdrawal received before fee payment is due Nil
 - b. Withdrawal after the fee payment is due but before the term starts 25%
 - c. Withdrawal on the first day of the seminar or for DEP and VGC students the term start date 50%
 - d. Withdrawal on the second day of the seminar, or for DEP and VGC students the day after the term start date 75%
 - e. Withdrawal after the second day of the seminar, or for DEP and VGC students two days after the term start date 100%
5. Students who have paid fees for terms/units beyond the current term/unit will have fees refunded in full for those terms/units in accordance with three above.
6. Those withdrawing before the course commences must communicate directly with the registrar, at the National Office, phone 02 6242 5111 or e-mail AIFC.registrar@aifc.com.au.
7. Students who withdraw during the course must **also** discuss their situation with their Tutor and/or Centre Director then submit a Student Withdrawal form to National Office, with an information copy to their tutor.
8. The **withdrawal date** is the date that the National Office is notified.
9. Where the Tutor/Centre Director is attempting to assist the student to remain in the course, they should notify the Registrar of the fact. The withdrawal date will then be taken as the day upon which the Tutor/Centre Director advises the Registrar, if the student decides to continue with his/her withdrawal.
10. The refund will be paid within four weeks of National Office receiving a valid written claim.
11. The claim is to be a letter, requesting a refund, sent to the Registrar, National Office, PO Box 210, Gungahlin, ACT, 2912.
12. The above requirements do not remove the right of the student to take further action under Australia's consumer protection laws or to seek independent legal advice and pursue other legal remedies. Attention is also drawn to the Student Complaints and Appeals policy, which is in the Prospectus and the Handbook for Students.

Note: The term “**Withdrawal**” in this policy shall be taken to include those students who are “**Deferring**.”

(Issued: 29 September 2008 Amended 16.03.09, 24.08.09, 07.12.09, 03.03.10, 06.05.10)

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Provider Code 88037 – CRICOS Code 02400A

Company/CURRENT FILES – AIFC/DOCUMENTS/Forms/FEE REFUND POLICY v5 06.05.10