



Withdrawal and Refund Policy

1. Purpose:

Australian Institute of Family Counselling (aifc) is committed to providing quality training and assessment in accordance with the Standards for Registered Training Organisation (SRTOs 2015). As such, aifc is required to have and provide details of a fair and reasonable refund process.

The purpose of this policy is to provide for the appropriate handling of student refunds.

2. Scope

This policy applies to requests for refunds from all students enrolled in all courses offered at aifc.

3. Policy Statement

aifc is committed to ensuring fair and reasonable refund practices.

aifc will:

- Implement and maintain a process for fair and reasonable refund of fees paid; and
- Provide refunds for fees and charges paid by students, where training and assessment activities have not been delivered.

4. Definitions

The following words and expressions have the following specific meaning, as in the Standards for Registered Training Organisations (RTOs) 2015.

Census date is the official deadline for finalising enrolment. Once this date has passed, students are committed to the units they have enrolled in and will have to pay fees or incur a VET FEE-HELP/VET Student Loans debt.

5. Policy Principles

5.1 Underpinning Principles

The following principles underpin this policy:

- a) Details of aifc Refund Policy are to be publicly available.
- b) Payment of all refunds is made within 28 days of application for refund.
- c) With regard to all withdrawals, aifc will firstly encourage a student to re-enrol on an alternative course date, prior to processing refund applications.
- d) Written notification of withdrawal from a training program using a *Change of Enrolment form* must be provided by a student to apply for a refund for a course.

- e) There is no refund applicable where a student has commenced their course/unit.
- f) There is no refund to participants who do not obtain their qualification after assessment.
- g) There is no refund for recognition of prior learning assessments after enrolment, where Recognition resources and services have been supplied to the student.
- h) aifc does not accept liability for loss or damage suffered in the event of withdrawal from a course by a student.
- i) aifc provides a full refund to all students, should there be a need for aifc to cancel a course. In the first instance aifc will (where possible) provide an opportunity for the student to attend another scheduled course.
- j) If aifc cancels a course, students do not have to apply for a refund, aifc will process the refunds automatically.

5.2 Refunds to students who are enrolled in a VET FEE-HELP/VET Student Loan enabled course

This section is applicable to domestic students who are Australian citizens or permanent humanitarian visa holders (who are resident in Australia for the duration of the VET unit of study) and who are enrolled in a VET FEE-HELP or VET Student Loan enabled course offered by aifc.

- a) In the event of a student withdrawing from a VET unit of study **on or before** the census date for that unit of study:
 - i. The student will not incur a VET FEE-HELP or VET Student Loan debt
 - ii. 100% of tuition fees paid for that unit will be refunded to the student
- b) In the event of a student withdrawing from a VET unit of study **after** the census date for that unit of study:
 - i. The student will incur a VET FEE-HELP or VET Student Loan debt and
 - ii. No refund is applicable
- c) A student who withdraws after the census date for a unit of study may apply for special consideration in line with the *Student Review Procedures for Re-crediting a FEE-HELP Balance policy*.

5.3 All other students

- a) If aifc cancels a course the student is entitled to a full refund of any fees paid.
- b) If a student withdraws from a VET unit of study **on or before** the census date for that unit of study 100% of tuition fees paid for that unit will be refunded to the student.
- c) If a student withdraws from a VET unit of study **after** the census date for that unit of study no refund is applicable.

5.4 Applying for a refund

- a) Students must first complete aifc's online *Change of Enrolment* form located on our website
- b) If a student has withdrawn from their VET unit of study **on or before** the census date for that unit of study 100% of tuition fees paid for that unit will be automatically refunded to the student.
- c) All other requests for refunds based on extenuating or compassionate reasons will be considered on a case-by-case basis.

5.5 Payment of Refunds

- a) If a refund is payable because of course cancellation, refunds will be paid within 14 days after the cancellation.
- b) All other refunds will be paid within 28 days of receipt of the *Change of Enrolment* form.
- c) All refunds will be made to the person who originally paid the course fees.
- d) aifc will provide each student with a written statement of the refund

6. AIFC Responsibilities

The Chief Executive Officer (CEO) is responsible for compliance with this policy.

Student Services will inform Accounts of refund requests within five business days of receipt of *Change of Enrolment* form.

7. Records Management

All documentation from refund processes are maintained in accordance with *Records Management Policy*.

8. Publication

This refund policy will be made available to students and persons seeking to enrol in aifc by publication on the aifc website

The Schedule of Fees and Census dates as per location are also available on the aifc website

Monitoring and Continuous Improvement

This policy and subsequent practices are monitored by the CEO and areas of change are implemented through continuous improvement. (See Continuous Improvement Policy)

9. Related Documents

- Continuous Improvement Policy
- Records Management Policy
- Student Review Procedures for Re-crediting a FEE-HELP Balance Policy
- Student Invoices and Changes Register 2017
- Change of Enrolment form
- Change of Enrolment form (responses)