



# STUDENT FEES AND REFUND POLICY

No. 32279

Purpose	Describes rules associated with student refunds
Key words	Fees, refund, enrolment, transfer
Scope	All course work subjects and short programs
Related Documents	Student enrolment forms
Approved by	Board of Directors
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Version	2.3

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## POLICY AIM

This policy was formulated to communicate and make transparent company rules regarding student fees and refunds.

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## FEES

Fees are levied on all of eHE Training's programs. These fees are inclusive of course development, course notes, handouts and delivery fees. All course work subjects, workshops and short courses offered attract a fee payable in full and in advance at the time of enrolment unless special prior arrangements are agreed to. Enrolment is activated at the starting date of the study term once the full payment has been received. Payment of fees by instalment may be considered on an individual basis.

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## COURSE CHANGES, CANCELLATIONS AND TRANSFER

All cancellations must be notified in writing via fax or email.

### **No Refunds:**

There will be no refund if a written submission for a refund is not made or where the submission was incomplete or if the assessment item has been downloaded or where more than the first week of the course material has been downloaded or where a cancellation notice has not been received prior to the course commencement date.

For workshops (face to face teaching) there will be no refund where a participant withdraws after commencement or if no written cancellation notice is received prior to

commencement and/or non-attendance at the face to face course, as course costs will have been expended in implementing the program.

**Refunds:**

Cancellations that occur more than 5 (five) working days prior to the commencement of the course, will be given a full refund. Substitute delegates are welcome to attend at no additional cost, provided this is arranged prior to the course commencement date.

Where a participant cancels less than 5 (five) working days prior to the commencement of the course, a 50% cancellation fee will be incurred. Alternatively, fees may be allocated to another program or a substitute participant. Approved appropriate substitute delegates are welcome to attend at no additional cost, provided it is prior to the course commencement date.

**Non-attendance:**

If a participant fails to attend a course, the fees associated with the course will not be refunded but may be allocated to another program. The participant/organisation must still pay for the full cost of the original course or additional costs if the replacement course has a higher fee.

**Transfers:**

Students can transfer to another starting date of the same or another course at no charge, provided such a transfer is actioned within 3 (three) weeks of the start date and no more than the 1<sup>st</sup> week of original course material had been downloaded from the website. Original handouts such as a learning guide need to be returned to eHe if and when a student transfers to another course.

eHe reserves the right to cancel, postpone or re-schedule courses due to low enrolment or unforeseen circumstances. A full refund of enrolment fees or the opportunity to transfer to the next available course will be offered if a course is cancelled by the organisation. eHe reserves the right to change fees, dates, trainers or methods of presentation at its discretion. Participants in exceptional circumstances can make application for special consideration to eHe.

Under banking regulations, if a student has made a payment with a credit card any refund due must be credited to the original card. Cheque payments lodged and returned unpaid by the bank will incur a fee of thirty dollars (\$30) payable to eHe each time the said cheque is presented for payment. International students need to be aware that exchange rates fluctuate, eHe is not liable for any variance, and all transactions will be based on the Australian dollar.

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## GENERAL

Where our training programs have a limited number of places available, these will be filled in order of completed bookings.