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2. Description and Scope

This policy applies to all tuition and other fees received by IHNA from students.

3. Responsibility

The Training Manager and Financial Manager share the overall responsibility of this policy document.

4. Definitions

Refund: A repayment of fees and funds collected by IHNA for the provision of a service.

5. References

Title	Document Identifier	Location
Fee Refund Form	IHNA-Form-FRF	IHNA forms in sharepoint
Course Application Forms	IHNA-Form-AF-DN IHNA-Form-AF-RBPOQRN IHNA-Form-AF-CC IHNA-Form-AF-RRN	IHNA forms in sharepoint
Withdrawal/Deferral from course request form	IHNA-Form-WFC	IHNA forms in sharepoint
Student Course prospectus		IHNA website
Course Brochure		IHNA website

6. Guarantee

IHNA will safeguard student fees paid in advance. Financial Manager will ensure IHNA's compliance to SNR 22.3(Option 4) by holding an unconditional financial guarantee from a bank operating in Australia for no less

than the full amount of funds held by IHNA which are prepayments from students (or future students) for tuition to be provided by IHNA to those students. The monthly financial report will monitor the level of student enrolments to ensure guarantee is sufficient.

7. Refund Policy

Refunds for courses are made in accordance with the table below. Refund applications must be made in writing to IHNA administration immediately after course withdrawal on the Fee Refund Form which is available from reception, IHNA website or can be requested by email. Refunds will be returned to the person who made payment by the method selected on the Free Refund Form. IHNA does not give cash refunds. Refunds will be accompanied by a statement explaining how the refund was calculated. Copies of all documents will be held on student files.

All refunds are finalised within 30 days of the written request.

Condition	Refund arrangement
<p>In the following circumstances:</p> <ul style="list-style-type: none"> a) The course is cancelled or the course is rescheduled to a time when the client is unavailable. b) A client is not allocated a training position due to maximum participant numbers having already been met. 	<p>Students will receive a full refund, with no associated administration charges.</p> <p>If the student wishes IHNA will assign and allocate students into the next available schedule instead of a refund</p>
<p>Enrolment Fee</p> <p>IHNA will charge a non refundable enrolment fee for all the courses. This is the 10% of the full fee.</p>	Not refundable
<p>Student Services and Amenities Fees:</p> <p>Student Services and Amenities Fees fee consists of a fee charged for the services, resources and amenities IHNA provides to its students as part of their study. This may include the equipments that they have to use in clinical labs. This is paid on or before the commencement.</p>	Student Services and Amenities Fees is subject to the same refund conditions as Tuition fees
<p>Tuition Fee</p> <ul style="list-style-type: none"> • Withdrawal more than 4 weeks prior to course commencement. • Withdrawal prior to Course Commencement • Withdrawals after the course commences 	<ul style="list-style-type: none"> • Full refund of tuition fee • 80% refund of tuition fee paid • No refund of tuition fee paid
<p>RPL Application Fee</p>	Not refundable

8. Refund for withdrawal from Government funded training.

If a student withdraws, by written notice, from government-funded training or further education at any time up until 4 weeks after the scheduled commencement date of the course, IHNA will refund the tuition fees paid

in respect of the enrolment in excess of the minimum fee, and any other fees and charges paid by or on behalf of the student.

9. Further refund options

This policy does not remove the right of the student to take further action under Australia's consumer protection laws.

10. Information to Students

Students are informed of the Fee Refund Policy through the Application form, Student Course Prospectus and through the policies page in IHNA website.

11. Records of Refund

Record of refunds having been paid must be maintained in individual student files.