



Australasian Society for HIV Medicine Inc.

ASHM refund policy - RTO

1. Scope

This policy sets out the circumstances under which students may claim a refund and the associated procedures for handling refunds. Students for the purposes of this policy are RTO students only.

2. Grounds for refunds

Students will receive a full refund of fees paid and there will be no administration charge in the following circumstances:

- the course is cancelled
- the course is rescheduled to a time and location that is unsuitable for the student.
- a student is not given a place due to the class being full.

A full refund (less administration fee of \$60) will apply if students withdraw before the course commences. However, students are strongly advised to consider their work and/or personal commitments before enrolling to avoid this situation occurring.

If a student is able to produce evidence of a successful application for RPL in parts of a course where the full fees have been paid, they may apply for a full refund of fees (minus the RPL application fee) for that subject/s.

A 50% refund (less administrative fee) applies if students withdraw for personal reasons beyond their control, after pre-reading materials have been forwarded to the student but before the face to face session is attended.

Acceptable reasons may include:

- sickness (verified by a medical certificate)
- change of employment hours or location (verified by employer)
- other reasons deemed valid at ASHM's discretion

No refund will be granted if the student participates in the face to face learning session.

The date of withdrawal shall be the date that ASHM receives the refund application accompanied by the relevant supporting documentation.

3. Procedures for applying for refunds

To apply for a refund, students can download the Fee Refund/Withdrawal Application Form from the ASHM website. For a hard copy of the form, contact ASHM at education@ashm.org.au or on 02 8204 0720. The Training and Accreditation Manager will consider each application and advise the student in writing within 20 working days

of receiving the application. The decision as to whether the student will receive a refund or partial refund will be made based on the grounds for refunds specified above.

4. Payment of Refunds

ASHM will pay the refund to the same person or body from whom the payment was received on behalf of the student. This includes credit cards so where credit cards are used for payment, ASHM will refund that credit card.

5. Complaints and appeals

In the event that the student is unhappy with the outcome of their application for a refund, the student may lodge a complaint under the ASHM Student Complaints and Appeals Procedures. The existence of this policy and complaints and appeals processes does not stop students taking action under Australia's consumer protection laws.