

# POLICY: S1.0

## PAYMENT PLANS (ZEN-PAY)

### 1.0 INTRODUCTION

#### 1.1 Context

The Australian Institute of Management Education and Training (AIM) as a nationally registered training organisation (RTO 0049) seeks to provide a positive and productive experience to support individuals in achieving their goals. To support student educational goals, AIM offers various payment options including upfront payments, Zip Money and payment plans.

Payment plans offer students an alternate and practicable method of payment allowing access to education.

#### 1.2 Purpose

This policy provides the principles that govern a student's request of AIM's payment plan and implementation of AIM policy related to withdrawal, special consideration and refund requests. It applies exclusively to students who have selected Zen-Pay as their payment option.

#### 1.3 Scope

This policy applies to all AIM staff and third parties involved in processes related to managing student requests regarding payment plans. This policy applies only to students enrolled in AIM's nationally recognised Training Courses and who have elected to pay their student fees via Zen-Pay. Zen-Pay is not available for use by businesses or employers

#### 1.4 Scope Exceptions

- This does not apply to Microcredential courses
- Zen-Pay is not available for use by businesses or employers

### 2.0 RESPONSIBILITIES

1. All those referred to under the Scope of this policy are responsible for complying with the terms and its procedure.
2. Specific responsibilities are provided in the AIM Payment Plans Procedure.

## 3.0 POLICY

### 3.1 Principles

1. AIM provides prospective students with the terms and conditions of their enrolment, including clear information regarding AIM's and Zen-Pay's Terms and Conditions
2. An upfront non-refundable course deposit of \$500 is required to be paid to finalise enrolment. This deposit amount will be deducted from the course fee and is not an additional fee.
3. Cancellation of a payment plan within the provisional enrolment period will forfeit the course deposit.
4. Cancellation after the provisional enrolment period will require all outstanding fees to be paid by the invoice due date.
5. If a scheduled course fee payment is dishonoured, Zen-Pay will charge the student a dishonour fee and will attempt to retry the payment in 3 business days. During the 3-business day period, AIM will attempt to contact the student to re-attempt payment and/or update payment details.
  - Student's access to the learning portal may be suspended if more than two (2) consecutive payments have been dishonoured.
6. Where a student has not made any payments and has accrued arrears equivalent to \$1,000.00, and has not applied for special consideration or demonstrated any intention to rectify the outstanding balance, AIM reserves the right to take the following actions:
  - a) Refer the outstanding debt to an external collection agency for recovery of the remaining course fees; and/or
  - b) Cancellation of the student's enrolment with AIM in accordance with applicable regulatory and contractual obligations.

### 3.2 Special Consideration

1. Students who are unable to comply with the agreed payment plan due to unforeseen or unexpected circumstances may apply for Special Consideration.
2. Special Consideration may fall under financial hardship or medical grounds.
3. Applications for Special Consideration require supporting documentation
  - Pre-existing financial hardship or medical conditions prior to enrolment will not be considered as Special Consideration.
4. A student may submit a Special Consideration application to request adjustments to the payment plan. As part of this process, students may choose to remain enrolled in their course or request a formal withdrawal. The following options are available under this application:
  - 4.1. An extension of the current payment plan duration while continuing in the course:
  - 4.2. Cancellation of the payment plan and formal withdrawal from the course;

- 4.3. A temporary and one time deferral of payments for a maximum period of 3 months while continuing in the course, or you may request to defer your course for the same period.
5. AIM will assess the request for Special Consideration and provide a response within 10 business days.
6. Special Consideration outcomes may include:
  - *Student retention outcomes:*
    - Payment plan deferral a maximum of three (3) months per enrolment
    - Extension of payment plan schedule duration of up to three (3) months which will allow for a reduction of weekly or fortnightly instalment amounts for the remaining outstanding fees.
  - *Student withdrawal outcomes:*
    - Payment plan cancellation with no further payment obligations
    - Agreed upon payout figure and plan for the student to exit payment plan (amount determined by AIM)
    - Pro-rata course refund with additional administrative fee
7. Special Consideration 'student retention' outcomes will not suspend access to learning materials.
  - If students cannot adhere to agreed payment plan, access to learning material may be suspended.
  - Students are required to clear arrears to receive access to learning materials.
8. All outcomes will be decided upon by AIM based on the provision of substantial supporting documentation.

### 3.3 Additional Fees

Please refer to [Zen-Pay and AIM's Additional Fee Schedule Terms and Conditions](#) regarding additional administrative fees that cannot be paid for via payment plan.

### 3.4 Appeals

1. Students who seek to appeal AIM's assessment outcome of their Special Consideration application must do so within thirty (30) calendar days of receiving their written outcome from AIM.
2. The appeal will be handled under the process and timelines of the [Complaints and Appeals Policy](#).

## 4.0 DEFINITIONS

- **Provisional Enrolment Period** - An enrolment is provisional for five (5) business days, allowing a student to access their course and ensure it meets their requirements. Refunds are not payable after the Provisional Enrolment Period.

- **Special Consideration** - allows for review of extenuating circumstances which the student alleges were not the fault of the student, impacted on them, and made it impracticable for them to complete the course.
- **Withdrawal**- refers to a student withdrawing from their course and completing the Withdrawal form. Formally withdrawing enables a student to reapply to study in the future if desired. A withdrawal does not guarantee a refund
- **Cancellation** - refers to cases where AIM cancels a student enrolment as the student has not met the terms and conditions of their enrolment.
- **Pro-rata Refund** - refers to the cancellation of partial fee of a course or units of study that a student has already paid. The refund and the amount of the refund will depend on student eligibility.

## 5.0 REFERENCES AND ASSOCIATED INFORMATION

- Student Handbook
- Deferral, Extension, Transfer and Withdrawal Policy and Procedure
- Complaints and Appeals Policy and Procedure
- AIM's Terms & Conditions
- Zen-Pay's Terms and Conditions
- AIM's Additional Fee Schedule

## 6.0 POLICY/PROCEDURE OWNERSHIP

Policy Owner	Executive Director, AIM
Status	Approved on 18 June 2025
Approval Authority	CEO
Date of Approval	18 June 2025
Effective Date	18 June 2025
Implementation Owner	Student Support Manager
Maintenance Owner	VET Compliance and Operations
Review Due	18 June 2026
Content Enquiries	VET Compliance and Operations - Brenda Cleaver Email: <a href="mailto:Brenda.cleaver@aim.com.au">Brenda.cleaver@aim.com.au</a>

## 7.0 AMENDMENTS

Version	Amendment Approval (date)	Amendment Made By (Position)	Amendment Details
1.0	18 June 2025	Executive Director AIM	New Policy