



Refund Policy for International and Domestic Students

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Policy owner	Chief Executive Officer
Responsible Officer	Chief Executive Officer
Approving authority	Board of Directors
Contact Officer	Accounts Team Leader
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Version	2020.3
Related Documents	Refund Procedure for International and Domestic Students Student Complaint and Appeal Policy Student Complaint and Appeal Procedure Education Services for Overseas Students Act 2000 (ESOS Act) International Student Deferment, Suspension and Cancellation of Study Policy International Student Deferment, Suspension and Cancellation of Study Procedure Statement of Tuition Assurance

1. Purpose

The Australian Institute of Higher Education Pty Ltd (AIH) ensures that the conditions and processes for international and domestic students to apply for a refund of tuition fees is equitable and complies with government regulations.

2. Principles

The key principles informing this policy are:

- AIH recognises that, on occasion, there may be circumstances that warrant a refund of tuition fees collected by the Institution.
- Tuition fee refund applications will be processed fairly and equitably.
- This refund policy and associated procedure do not remove the right of the student to take further action under Australia's consumer protection laws.

3. Context

AIH recognises that changes to the personal circumstances of a student may impact on their ability to continue in their studies. Students may withdraw from their studies and be eligible for a refund in accordance with this policy.

4. Scope

This Policy applies to all international and domestic students of the Institute.

5. Definitions

See the *AIH Glossary of Terms* for definitions.

6. Policy Details

6.1 Refund Prior to Commencing Study for the First Time

The Institute will provide a full refund of any tuition fees paid upon receipt of evidence if:

- the student's request to obtain an Australian student visa is denied;
- approval of an Australian student visa is delayed for reasons beyond the student's control;
- the offer of a place is withdrawn; or
- the course which was applied for is no longer offered.

Requests for withdrawal for reasons other than those mentioned above will be eligible for a refund in accordance with the table below:

Date withdrawal request was lodged	Portion of tuition fees refundable
4 weeks (28 days) or more before the start of the trimester	70% of the first trimester's tuition fee*
Before the start of the trimester, but less than 4 weeks (28 days) before the start of trimester	50% of the first trimester's tuition fee*
On or after the start of the trimester	No refund available

*Where a student has paid less than the specified full first trimester's tuition fees upon enrolment, and the student withdraws, the refund will be calculated in accordance to the table. Should the calculated non-refundable amount be more than the amount paid by the student, the student will not be eligible for any refund. If the calculated non-refundable amount is less than the amount paid by the student, the student will only be refunded the difference. Any amounts greater than the first trimester's tuition fee paid upon enrolment will be refundable in full.

Students should note that some fees may not be refundable, such as administrative fees (enrolment or payment plan fees), fees for airport transfers, accommodation services and overseas student health cover.

6.2 Refund after the Commencement of Study

The Institute will refund tuition fees according to the table below:

Date withdrawal request was lodged	Portion of tuition fees refundable
4 weeks (28 days) or more before the start of the trimester.	70% of the trimester's tuition fee*
Before the start of the trimester, but less than 4 weeks (28 days) before the start of trimester.	50% of the trimester's tuition fee*

On or after of the start of the trimester	No refund available
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*Where a student has paid less than the specified trimester's tuition fees upon enrolment, and the student withdraws, the refund will be calculated in accordance to the table. Should the calculated non-refundable amount be more than the amount paid by the student, the student will not be eligible for any refund. If the calculated non-refundable amount is less than the amount paid by the student, the student will only be refunded the difference. Any amounts greater than the first trimester's tuition fee paid upon enrolment will be refundable in full.

Students should note that some fees may not be refundable, such as administrative fees (enrolment or payment plan fees), fees for airport transfers, accommodation services and overseas student health cover.

6.3 Refund Unavailable

The Institute will not provide any refund where:

- the terms and conditions of the enrolment agreement entered into by the student and the Institute are breached, including breach of the Institutes policies (non-commencement);
- the student is found to have supplied fraudulent, forged or deliberately misleading documentation to the Institution;
- the student's enrolment is cancelled by the Institute, including cancellation caused by a breach of student visa conditions or any illegal or unlawful conduct by the student;
- where the student has had their enrolment terminated due to either academic or behavioural misconduct;
- a refund will not be considered if the request is submitted after the student has had their enrolment terminated due to non-payment of course fees; or
- the student visa is refused by the Department of Home Affairs due to the submission of fraudulent documents by or on behalf of the student.

6.4 Payment of Approved Refunds

All approved refunds will be paid within 28 days from the date of receipt of the written request. All refunds are paid in Australian dollars into the bank account nominated in the written request. The Institute will not authorise tuition fee transfers to any other institution or to other students. For students under 18, refunds will be paid to the parent(s) or guardian(s) of the student unless the Institute receives written approval from a parent or guardian consenting for the refund to be paid directly to the student.

6.5 Tuition Protection

International Students

In the unlikely event that the Institute is unable to deliver a course in full, students enrolled in that course will be offered a refund of their unspent tuition fees which were received by the Institute. This refund will be paid within 14 days of the day on which the course ceased being provided in accordance with the ***Education Services for Overseas Students Act 2000 (ESOS Act)***.

As an alternative, students may be offered enrolment in an alternative course at no extra cost within 14 days. Students have the right to choose whether they would prefer a refund of their unspent tuition fees or to accept a place in another course. If a student chooses to be placed into another course, the student will be issued a new offer letter with their new provider.

If the Institute is unable to provide a refund or place a student into an alternative, then the Tuition Protection Service (TPS) will assist students in finding an alternative course or to obtain refunds if a suitable alternative course is not found.

Domestic Students

Domestic students should refer to the Statement of Tuition Assurance for further information.

6.6 Complaints and Appeals

This Policy, and the availability of complaints and appeals processes, does not remove the right of the student to take action under Australia's consumer protection laws. Appeals against the outcome of a refund request may be made under the **Student Complaint and Appeal Policy** and associated Procedure.

7. Legislation

This Policy and the associated Procedure comply with the Education Services for Overseas Students Act 2000 (ESOS Act).

8. Version Control

This Policy has been endorsed by the Australian Institute of Higher Education Board of Directors as at September 2020 and is reviewed every 3 years. The Policy is published and available on the Australian Institute of Higher Education website <http://www.aih.nsw.edu.au/> under 'Policies and Procedures'.

Change and Version Control				
Version	Authored by	Brief Description of the changes	Date Approved:	Effective Date:
2016-2	Registrar	Updated template.	6 July 2016	6 August 2016
2017-1	Ms. McCoy	Revised rules.	1 March 2017	6 March 2017
2020.1	Karim Mardini	Updated for trimesters	22 April 2020	22 April 2020
2020.2	Michelle Willoughby	Updated for commencing students	12 May 2020	12 May 2020
2020.3	Academic Success Manager/Chief Executive Officer	Minor updates: formatting and proofed for student comprehension.	24 September 2020	25 September 2020