



Refund Procedure for International and Domestic Students

Policy supported	Refund Policy for International and Domestic Students
Procedure Code	ADM-HE-12
Procedure owner	Chief Executive Officer
Responsible Officer	Chief Executive Officer
Approving authority	Chief Executive Officer
Contact Officer	Registrar
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Commencement date	25 September 2020
Review date	3 years
Version	2020.2
Related Documents	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 Refund Request Application Form Statement of Tuition Assurance

1. Purpose

The Australian Institute of Higher Education Pty Ltd ('the Institute') 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. Scope

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

3. Definitions

See the AIH Glossary of Terms for definitions.

4. Actions and Responsibilities

4.1 Applying for a Refund

All applications for refunds must be made using the Institute's **Refund Request Application Form**, and submitted to Accounts (accounts@aih.nsw.edu.au) for processing.

Accounts will assess the refund request in accordance with the ***Refund Policy for International and Domestic Students***.

Accounts will notify the student in writing within 14 working days of the outcome of their refund request

4.2 Evidence Required

Where a student is requesting a refund due to special circumstances such as those listed in the ***Refund Policy for International and Domestic Students***, supporting evidence is required.

Supporting evidence includes but is not limited to:

- A medical certificate,
- A psychologist report,
- A death certificate, or
- A letter from the Department of Home Affairs.

4.3 Withdrawing or Deferring a Course

Students should refer to the ***International Student Deferment, Suspension and Cancellation of Study Policy*** and associated procedure for further information on how to withdraw or defer a course.

5. Version Control

This Framework has been endorsed by the Australian Institute of Higher Education Academic Board as at September 2020 and is reviewed every 3 years. It 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
2019-1	Principal	Minor Update: changed title and spelling error.	20 November 2019	21 November 2019
2020.1	Ms Talalak	Minor Update: changed title to Chief Executive Officer	27 April 2020	27 April 2020
2020.2	Academic Success Manager/Chief Executive Officer	Minor updates: formatting and proofed for student comprehension.	24 September 2020	25 September 2020