



Refund Policy for International and Domestic Students

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Policy owner	Chief Financial Officer
Responsible Officer	Finance Manager
Approving authority	Board of Directors
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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
HESF (Threshold Standards) 2021	1.1.1; 1.1.2; 7.2.4

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 Student Refunds Prior to Course Commencement

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

- approval of an Australian student visa, lodged from offshore, is delayed for reasons beyond the student's control and the student cannot defer the course;
- the offer of a place at the Institute is withdrawn; or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:

Withdrawal Notification Period	Amount Refundable
4 weeks (28 days) or more before course commencement date	Tuition fees paid less 50% of tuition fees due for the first 4 units of the course *
Before the course commencement date, but less than 4 weeks (28 days) before the course commencement date	Tuition fees paid less 75% of tuition fees due for the first 4 units of the course *
On or after the course commencement date	No refund available

*Where a student has paid less than the tuition fees due for the first 4 units of the course, and the student withdraws, the refund will be calculated in accordance with the table above. 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.

* Where a student's application for an Australian Student Visa is refused, or a student withdraws a Visa application before a decision is made by the Department of Home Affairs and the application for withdrawal from AIH is accepted and approved under extenuating circumstance by the Institute, an administration fee of \$500.00 will be deducted from the course fees.

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

6.2 Student Refunds After Course Commencement

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

Withdrawal Notification Period	Amount Refundable
<i>Withdrawal from single unit only</i>	
Prior to unit commencement date	100% of unit tuition fees paid to be credited for payment of future units in the course
Upon or after unit commencement date	No refund available
<i>Withdrawal from course</i>	
Less than 4 units of the Principal Course of Study completed.	No refund available
4 units of the Principal Course of Study completed and 28 days (or greater) prior to the commencement date for the next compulsory study block.	100% of unused tuition fees paid
4 units of the Principal Course of Study completed and less than 28 days prior to the commencement date for the next compulsory study block.	100% of unused tuition fees paid less tuition fee for 1 unit of the course.

* The refund will be calculated in accordance with the table above. 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.

6.3 Refund Unavailable

The Institute will not provide any refund where:

- the student withdrawal is in breach of a student's visa conditions and/or Education Services for Overseas Students Act 2000 (ESOS Act), including the National Code of Practice for Providers of Education and Training to Overseas Students 2018 (National Code) standards,
- the terms and conditions of the enrolment agreement entered into by the student and the Institute are breached, including breach of the Institute's 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;
- 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).

In addition, this Policy complies with Higher Education Standards Framework standard 1.1.2 (Information Management), which specifies that:

1.1.2 The admissions process ensures that, prior to enrolment and before fees are accepted, students are informed of their rights and obligations, including:

- a. all charges associated with their proposed studies as known at the time and advice on the potential for changes in charges during their studies
- b. policies, arrangements and potential eligibility for credit for prior learning, and
- c. policies on changes to or withdrawal from offers, acceptance and enrolment, tuition protection and refunds of charges.

8. Version Control

This Policy has been endorsed by the Australian Institute of Higher Education Board of Directors as at October 2023 and is reviewed every 3 years. The Policy is published and available on the Australian Institute of Higher Education website <http://www.aih.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 Study Periods	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
2021.1	Karim Mardini/ Michelle Willoughby CEO	Review of Policy; Amendment to sections 6.1 and 6.2 Refund prior and after the Commencement of Study to include Blocks during Study Period; Proofed for student comprehension.	22 April 2021	22 April 2021
2022.1	Registrar	Updated Higher Education Standards Framework [Threshold Standard] 2021	25 May 2022	26 May 2022
2022.2	CEO/Accounts Manager	Inclusion of paragraph to cover a fee for withdrawal of Visa application	28 September 2022	29 September 2022
2023.1	COO	Review and updated to support block delivery of units and updated fees and charges policy. Updated the policy owner and responsible officer, formatting and proofed for student comprehension.	9 October 2023	10 October 2023