

Refund Policy

1. Purpose and Scope

- 1.1 The Refund Policy provides guidance to applicants, students and staff on the circumstances in which AIAT will provide refunds and/or remission of debt (re-crediting of FEE-HELP). It should be read in conjunction with the Refund Procedure and the FEE-HELP Re-credit Procedure.
- 1.2 This policy applies to domestic and international current students, past students and applicants, their Authorised Representatives and/or Official Sponsors seeking a refund and/or remission of debt associated with tuition fees.

2. Definitions

Refer to *Glossary of Terms* for commonly used terms. The definitions below are those specific to this policy and its procedures.

Census Date - the date prescribed by AIAT in accordance with the Higher Education Support Act 2003 as the date on which a student's enrolment is taken to be finalised. Students cannot enrol or withdraw from subjects after Census Date without significant academic and/or financial penalties.

Enrolment - The process of admitting students to one or more subjects for the current Academic Year.

3. Policy Statement

- 3.1 AIAT will refund or remit tuition fees and excess payments in accordance with the provisions of applicable legislation.
- 3.2 AIAT is committed to processing a refund or remission request effectively and in a timely manner.
- 3.3 AIAT is covered by the Tuition Protection Services for provider default.

4. Policy Principles

- 4.1 This policy will be available to all applicants and current students and in the Student Orientation Handbook.
- 4.2 International students are given access to a copy of this Policy prior to accepting a place at AIAT under a Student Visa.
- 4.3 International students will have returned their signed Acceptance of Offer form either concurrently or prior to AIAT accepting tuition fees from the student.

- 4.4 Agent Agreements will include a clause regarding the refunding of tuition fees received for enrolment with AIAT to ensure the Agent's refund policy is consistent with this Policy.
- 4.5 Student have an option to leave credit balances (excess payments after Census Date) on their Student Account to be applied against future liabilities the student may incur with AIAT.
- 4.6 A student who has incurred a FEE-HELP debt for a subject may apply to have their FEE-HELP balance re-credited (and any course fees for a subject paid by the student to be refunded) for the affected subjects in accordance with the FEE-Help Re-credit Procedure.
- 4.7 Students will be made aware of the Student Complaints and Appeals Policy if they are unhappy with the refund or re-credit decision made.

5. Roles and responsibilities

- 5.1 Students are responsible for providing sufficient valid information and documentation with their application to enable a full, fair and reasonable assessment of the circumstances on which the application is based.
- 5.2 The Student Services Office is responsible for ensuring that applications for refund or FEE-HELP re-credit are administered and assessed according to the appropriate procedure.

6. Policy Details

Institution	Australian Institute of Advanced Technologies (AIAT)
Policy name	Refund Policy
Policy Reference No.	POL – 47
Policy Approval	Board of Directors
Policy Authority	Executive Management Group
Responsible Officer	CEO
Governance Reference	HESF 2021: 1.1.2.c, 6.2.1.a
Threshold Standards	HESA Division 97 and Subdivision 104-B
Related Documents	Refund Procedure FEE-HELP Re-credit Procedure Student Complaints and Appeals Policy
Related Legislation	Commonwealth Higher Education Support Act 2003 (HESA) Commonwealth Education Services for Overseas Students Act 2000 (ESOS) Higher Education Standards Framework (Threshold Standards) 2021 (HESF) Higher Education Administrative Information for Providers - October 2021

	National Code of Practice for Providers of Education and Training to Overseas Students 2018
References	AIAT has referred and benchmarked with the following institutions and policies during the creation of this policy: Southern Cross University (unknown) Refunds and Remissions Policy, <i>retrieved 14/12/2021</i> University of Southern Queensland (2019) Refund of Student Fees Policy and Procedure
Date of approval	31 March 2022
Review date	December 2024
Policy Category	Operational

6. Document Version Control

Document No	POL - 47	Last Modify Date	Summary of Changes
Version No	1.0	NA	Initial version approved by Board of Directors
	1.01	31/3/2022	Fixed typos; updated policy number
Created Date	Feb 2022		