

Refund Procedure

1. Purpose and Scope

- 1.1 The Refund Procedure operationalises the Refund Policy for domestic and international students and applicants. It should be read in conjunction with the Refund Policy.
- 1.2 This procedure applies to domestic and international current students, past students and applicants, their Authorised Representatives and/or Official Sponsors seeking a refund of tuition fees

2. Definition

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

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.

Tuition Fees - means fees which are directly related to the provision of a course that AIAT is providing or offering to provide to a student. Tuition fees do not include costs such as:

- overseas student health cover;
- incidental or other costs that may be required as part of a student's enrolment;
- agents' recruitment fees which are paid by AIAT from tuition fees; or
- application fees.

3. Procedure

- 3.1 Student refund entitlements refer only to cleared funds received by AIAT. In addition to provisions outlined in this Procedure and associated documents any refund entitlement is dependent on any conditions outlined in the 'Letter of Offer', any applicable sponsorship agreement and any other documentation related to acceptance of study at AIAT.

Eligibility for Refunds

- 3.2 AIAT will refund tuition fees where the following occurs:
 - 3.2.1 provider default; and
 - 3.2.2 certain circumstance of student default which are outlined in this procedure (including withdrawal from a subject or course).

Preconditions for all Refunds

- 3.3 The following conditions must be met prior to any refund being issued:

- 3.3.1 students must have completed all necessary documentation including required supporting documentation;
 - 3.3.2 any debts owing to AIAT must be paid in full or will be subject to deduction from the refund value.
- 3.4 AIAT will not refund tuition fees paid in advance, where a student has:
- 3.4.1 engaged in fraudulent activity in relation to their enrolment;
 - 3.4.2 an unapproved leave of absence enrolment status; or
 - 3.4.3 any other circumstance described in this Procedure in which students are not entitled to refunds.

Standard Refunds for Domestic Students

- 3.5 Tuition fees paid by a Domestic Student in respect of a study period shall be refunded in accordance with the following arrangement
- 3.5.1 100% refund of tuition fees paid in respect of a subject
 - a. which has been cancelled by AIAT (Provider Default); or
 - b. if the withdrawal occurs in accordance with the Enrolments, Leave of Absence and Withdrawal Policy on or before the Census Date for that subject; or
 - c. from which a member of the Defence Reserves has withdrawn (before or after Census Date) in order to undertake full-time service;
 - 3.5.2 no refund is payable where a student withdraws after the Census Date for that subject.
- 3.6 For the purposes of clause 3.5.1.c, a student shall provide a statement signed by an authorised officer of the Defence Reserves which details the nature of the service rendered.
- 3.7 AIAT will refund the unused proportion of tuition fees paid where a student is expelled, suspended, or excluded in accordance with Student General Misconduct Procedure or Academic Progression Policy.

Standard Refunds for International Students

Provider default

- 3.8 In the unlikely event that AIAT is unable to deliver the course in full, students will be offered a refund of any unused tuition fee. Enrolment may be offered in an alternative course. Students have the right to choose whether to accept a full refund of course fees, or to accept a place in another course. If a student chooses placement in another course, the student will be asked to sign a document to indicate acceptance of the placement and any deposit of course money will be credited towards fees payable for the other course of study.
- 3.9 Refunds of Overseas Student Health Cover (OSHC) will only be processed where AIAT has arranged OSHC on behalf of a student, and the student has not arrived in Australia. If a

student has arrived in Australia, they will need to contact their OSHC provider directly to arrange any refund of their OSHC policy

3.10 Regardless of the refund criteria met, any fees paid stated as Non-Refundable in the Letter of Offer are not repayable or returnable in any circumstances and are therefore excluded from any fee refund calculations.

3.11 Full refund of all unused prepaid tuition fees.

3.12 In cases of Provider Default refunds are payable within 14 days of the course being provided.

Student default

3.13 Refunds for international students are calculated as per the situations identified:

Reason	Refund payable calculation	Student requirements
Australian Government authorities refuse to grant an applicant a student visa before course commencement.	Refund of any pre-paid tuition fees less an administration charge of \$500 or 5% (whichever is the lesser amount), excluding: <ul style="list-style-type: none"> • for reasons of fraud. No refund payable • being an Unlawful Citizen. No refund payable. 	Is not required to submit a claim form.
Australian Government authorities refuse to grant an applicant a student visa after course commencement.	Refund of any pre-paid tuition fees less an administration charge of \$500 or 5% (whichever is the lesser amount)	Is not required to submit a claim form.
AIAT does not allow a student to re-enrol following a finding of unsatisfactory academic progress (exclusive of Leave of Absence [LOA]).	Any credit balance related to fees paid for any study period after which the student was Precluded will be refunded.	Required to submit a claim Refund Request Form to commence refund process
Student withdraws greater than 4 weeks prior to commencement of the course	20% of tuition fees for relevant teaching period and full refund of all paid future tuition fees	Required to submit a claim Refund Request Form to commence refund process
Student withdraws less than 4 weeks prior to commencement of the course	30% of tuition fees for relevant teaching period and full refund of all paid future tuition fees	Required to submit a claim Refund Request Form to commence refund process

Reason	Refund payable calculation	Student requirements
Student withdraws from the course after the course commences AND before Census Date	50% of tuition fees for relevant teaching period and full refund of all future tuition fees	Required to submit a claim Refund Request Form to commence refund process
Student withdraws from the course after Census Date	No refund is payable	
Student withdraws from subject on or before Census Date	No refund BUT have their course fees for the relevant subject put into fees in credit	Is not required to submit a claim form
Student withdraws from the subject after Census Date	No refund AND forfeit their fees for that subject	
A student withdraws or is expelled by AIAT for misconduct or fails to pay tuition fees.	No refund is payable	

3.14 In cases of Student Default refunds are payable within 28 days as noted in the Student Requirements column above.

Refund Application Process

3.15 Students must lodge a Refund Request Form and required supporting documentation with Student Support Services.

3.16 Applications which are received more than 12 months after withdrawal from the relevant subject must provide appropriate documentation outlining the reason/s for late application.

3.17 Separate documentation must be provided as explanation for making a late application, and this documentation cannot be the same as the documentation submitted for the application for refund.

3.18 Circumstances supporting late applications may include, but are not limited to:

- 3.18.1 student incarceration;
- 3.18.2 income threshold reaching repayment level for the first time;
- 3.18.3 long term illness or extended family crises; or
- 3.18.4 defence personnel being deployed.

3.19 These circumstances must be documented and submitted with the application.

3.20 Subject to clause 3.18, AIAT will advise the student in writing of the outcome of their application, normally within 6 weeks of receipt of the application. The notice of decision will state:

- 3.20.1 the reasons for the decision;
- 3.20.2 the right of review; and

3.20.3 an outline of the review process.

3.21 If the request is successful, AIAT will:

3.21.1 authorise a refund of tuition fees; and/or

3.21.2 grant a 'withdrawn not fail' for the approved units and adjust the students' Academic Record accordingly.

3.22 In the case of International Students, where a refund is payable under this Procedure due to student default, AIAT will provide advice and pay the student the amount within the time limits prescribed by the Education Services for Overseas Student Act 2000 as amended from time to time, and after receiving a written claim from the student.

3.23 Refunds will be paid directly to the student who submitted the application except for those International Students sponsored by a government authority. In these cases, the refund will be paid to the authority who originally paid the student's fees and not directly to the claimant.

3.24 If an application for refund is unsuccessful and a fail grade has been recorded against the subject(s) in which a refund is requested, the student may be eligible to apply for 'withdrawn not fail' in accordance with the Enrolment, Leave of Absence and Withdrawal Policy.

Review of Decision

3.25 If a student is not satisfied with the outcome of their application, they may request a review within 28 days of receipt of notification.

3.26 The request for review must be in writing and should:

3.26.1 contain information and/or documentation additional to that included in the original application; and

3.26.2 directly address the reasons provided for the original decision (see clause 3.20).

3.27 Applications should be submitted to the Campus Manager as per the Student Appeals Procedure.

3.28 If a domestic student is not satisfied with the outcome of the Student Appeals Procedure, they may apply to the Administrative Appeals Tribunal (AAT) for a review of the decision. This application must be lodged within 28 days of receiving notice of the Student Appeals decision. Further information is available at <http://www.aat.gov.au>.

3.29 If an International Student is not satisfied with the outcome of the Student Appeals Procedure, he or she may appeal to the Commonwealth Ombudsman.

4. Roles and responsibilities

- 4.1 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.
- 4.2 The Student Services Office is responsible for ensuring that applications for refunds are administered and assessed according to this Procedure.

5. Procedure Details

Institution	Australian Institute of Advanced Technologies (AIAT)
Procedure name	Refund Procedure
Procedure Reference No.	PROC – 47a
Procedure Approval	Board of Directors
Procedure Authority	Executive Management Group
Responsible Officer	CEO
Governance Reference Threshold Standards	HESF 2021: 1.1.2.c, 6.2.1.a
Related Documents	Academic Progression Policy Enrolment Policy Refund Policy Student General Misconduct Procedure Student Appeals Procedure
Related Legislation	Commonwealth Higher Education Support Act 2003 (HESA) Commonwealth Education Services for Overseas Students Act 2000 (ESOS) Higher Education Administrative Information Providers (Oct 2021) 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: Australian Institute of Business (2018) Student Review Procedures for Re-Crediting a Fee-Help Balance and Refund of Fees Australian Institute of Business (2019) Student Refund Procedure Australian Pacific International College (2017) Refund Policy La Trobe University (2017) Student Fee Procedure – International Students Refund La Trobe University (2017) Schedule A – Refund Entitlements

	<p>Monash University (2021) Student Fees Refunds Procedure</p> <p>Southern Cross University (unknown) Refunds and Remissions Procedure, <i>retrieved 14/12/2021</i></p> <p>University of Adelaide (2020) Student Fees Refund Policy and Procedures</p>
Date of approval	31 March 2022
Review date	December 2024
Policy Category	Operational

6. Document Version Control

Document No	PROC – 47a	Last Modify Date	Summary of Changes
Version No	1.0	NA	
	1.01	31/3/2022	Fixed typos; updated policy number
Created Date	December 2021		