



Refund Policy and Procedure

Purpose

This policy sets out the circumstance that a student is entitled to a refund and the procedure a student must follow to withdraw from a course to get a refund.

This policy is made under the Education Services for Overseas Students Act 2000, the Education Services for Overseas Students Regulations 2001 ("ESOS Act and Regulations") and the National Code of Practice for Registered Authorities and Providers of Education and Training to Overseas Students 2018.

Policy

The table below shows the grounds for refund of fees

Enrolment/application fee, material fee, administration fee, accommodation placement fee, guardian placement fee, airport transfer fee, RPL fee, textbook fee, stationary fee	Non-Refundable
Withdrawal for visa refusal in writing and received by AIC before course commencement date if the refusal is not due to your actions, such as forged or fraudulent documents, or failure to provide the documents required by DHA	100% refund of tuition fee paid less enrolment fee and material fee
Withdrawal for visa refusal in writing and received by AIC after course commencement date if the refusal is not due to your actions, such as forged or fraudulent document, or failure to provide the documents required by DHA	100% refund of the UNUSED tuition fee paid less enrolment fee and material fee
Withdrawal for visa refusal if the refusal is due to your actions, such as forged or fraudulent documents, or failure to provide the documents required by DHA	No refund of tuition fee paid
Withdrawal for visa refusal in writing and received by AIC more than 14 days after you received the visa refusal letter, no matter whether your original course has commenced or not	No refund of tuition fee paid
Where you have got the student visa granted by DHA, you choose not to come to Australia to start your course within 14 days without any notification to AIC	No refund of tuition fee paid
Withdrawal notified in writing and received by AIC 28 days or more prior to course commencement date	50% refund of the tuition fee paid less less enrolment fee and material fee
Withdrawal notified in writing and received by AIC less than 28 days prior to course commencement date	30% refund of the tuition fee paid less enrolment fee and material fee
Withdrawal notified in writing and received by AIC on or after the original course commencement date	No refund of tuition fee paid
Termination of enrolment for failure to comply with AIC's policies and procedures and DHA's visa requirements	No refund of tuition fee paid
All refunds will attract a \$300 administration fee	

In the unlikely event that AIC is unable to deliver the course, AIC will either offer you an alternative placement which is acceptable to the student, or if you are not satisfied with the replacement, you will receive a refund of the *unexpended* tuition fees you have paid to AIC. To be more specific, it means that the refund is only eligible for the *unused* pre-paid tuition fee. You cannot get refund for any fee you have used, or you have not paid. The refund will be paid to you within 14 days of the day on which the course ceased being provided. The Director of the Tuition Protection Service (TPS) will facilitate access to alternative course placement. The TPS normally uses an online placement service to give you all the

information you need so you can understand your options and choose an alternative course that best suits you.

Fees which are not listed above will not be refunded.

Procedure

Step 1

You must first of all complete the Course Variation Form to withdraw the course you are enrolled and then complete the Refund Request Form. Both forms are available from the website www.aic.edu.au or the Student Services Officer at the reception or any staff at the College. If you are under the age of 18 years your legal guardian will need to complete and sign the form.

Step 2

You should attach all relevant documents supporting the reason for your withdrawal and refund when you submit the forms.

Step 3

You can hand in the completed form and supporting documents to Student Services Officer at the reception or email to: info@aic.edu.au

Note: Please make sure that your student number and current contact details (residential address, email, mobile phone number) are correctly filled in the form. Please sign and date the form before submission. Your request will NOT be processed if it is not signed and dated. Also incomplete form or insufficient information may delay the processing of withdrawal and the payment of refunds.

Step 4

Student Services Officer will forward the application to the Accounts Officer, who will start processing the application by coordinating with the Marketing Manager and the Student Administration Manager. Further information or documentary evidence may be asked.

Step 5

The Accounts Officer will have a meeting with the CEO, who based on the evidence provided, will approve or reject the refund request. If approved, the accounts officer will process the payment within 28 days and include a Refund Calculation Form explaining how the refund is calculated. If rejected, the decision will be conveyed to the Student Services Officer, who will then provide a written outcome to the student regarding the rejection.

Note: If the student is not happy with AIC's refund policy or its complaints and appeals policy, the student has the right to seek external advice and pursue its action under Australia's consumer protection laws.

Payment of refunds

- If you are over 18 years old, the refund will be paid directly to you.
- If you are under 18 years old, the refund may be paid to you but only with the authority or consent of your parent or legal guardian.
- The College may at its discretion:
 - a) pay the refund in accordance with your written direction
 - b) pay refunds to by bank draft (within Australia) or by international bank draft; or
 - c) pay refunds to a bank account by direct credit (within Australia) or by telegraphic transfer (outside Australia) provided that you show us evidence that the bank account exists.

Refunds in Australian Currency

All refunds will be made in Australian currency only.

The College is not responsible for currency exchange rate fluctuations and/or delays or loss of refund in transit (mail, courier, telegraphic transfer or otherwise).

Important

The College reserves the right to change this policy without notice. For the latest policy to determine whether you are entitled for a refund, please check our website <https://aic.edu.au>.

We are required to advise you of the following:

“This agreement, 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.”

Policy Review

This policy will be reviewed as part of the College’s three year policy review cycle or as required by regulatory changes.