



FEE AND REFUND POLICY AND PROCEDURE

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Policy

1. AIIT under the ESOS Act 2000 and the National Code 2007 must have in place a Refund Policy which needs to be provided to the prospective international students studying in Australia before formalization of their enrolment.
2. If an applicant accepts a place offered by AIIT and pays the applicable fees, it means a binding contract is created between the student and AIIT.
3. Notification of withdrawal from unit/s or course of study must be made in writing to AIIT addressing to the Principal. The cancellation fee will be calculated as shown in the **Schedule A**.
4. All fees paid including any course fees collected by education agents on behalf of AIIT except the non-refundable enrolment fee, are subject to this refund policy.
5. Where a visa renewal is rejected due to a breach in visa conditions, a student must withdraw from AIIT and the cancellation fee will be calculated as shown in the Schedule A.
6. AIIT reserves the right not to offer a course previously made available at its own discretion. Where a student is unable to enrol in a similar course at AIIT and the enrolment is cancelled then all fees paid will be refunded.
7. In the unlikely event that AIIT is unable to deliver your course in full (provider default), you will be offered a refund of all the course money you have paid to date. The refund will be paid to you within 4 weeks of the day on which the course ceased being provided. Alternatively, you may be offered enrolment in an alternative course by AIIT at no extra cost to you. You have the right to choose whether you would prefer a full refund of course fees, or to accept a place in another course. If you choose placement in another course, we will ask you to sign a document to indicate that you accept the placement.
8. All refunds (apart from provider defaults) under this policy will be paid within four (4) weeks after receiving a written claim and full supporting documentation from the student.
9. If the student is not satisfied with a decision of the refund, an appeal should be made in writing to the Principal of AIIT.
10. Refunds will be made in Australian dollars and the academy reserves the right to make refunds payable in the country of origin. Agency fees, if applicable, will not be refunded.
11. Where an international student requests that the refund is made payable to a relative or other person in Australia, this will only be granted if documentary evidence proves that the relative or other person paid the tuition fees.

Procedures for Claiming Refunds

1. Please fill up the 'Fee Refund Form' (which can be downloaded from AIIT's website).
2. Submit the form with any supportive evidence to the Student Services Officer or alternatively you can send the scanned copy of the 'Fee Refund Form' to the info@aiit.edu.au



3. Once the 'Fee Refund Form' is received by the Student Services, it will be forwarded to the Principle for a review.
4. If eligible, refunds will be processed within 4 weeks.
5. In the event of an unsuccessful outcome or if the student is not eligible for a refund, students can appeal against the Principal's decision accessing the AIIT's Complaints and Appeals policy located on the AIIT's website.

Schedule A

Prior to course commencement

- Written notice of withdrawal provided at least 4 weeks prior to course commencement
 - Paid tuition fees refunded, less \$200 enrolment fee (non-refundable)
- Written notice of withdrawal provided less than 4 weeks prior to course commencement
 - Refund equal to 50% of the paid tuition fees.
 - The non-tuition fees are exempt from the refund amount.
- Visa refusal which caused the student's failure to start the course before the course commencement
 - Paid tuition fees refunded, less \$200 enrolment fee (non-refundable).

After the course commencement

- Where a student does not commence the course on the start date and subsequently provides notice of withdrawal from the course
 - No refund of the \$200 enrolment fee (non-refundable) and the first term fee.
 - The subsequent terms paid in advance will be refunded.
- If a student's visa application is rejected after the student has commenced the course
 - The refund amount calculated will be the weekly tuition fee times the weeks in default period.
 - The non-tuition fees are exempt from the refund amount.
- AIIT refuses to continue the student in the course because of student misbehaviour, breached visa conditions, failure to pay outstanding fees
 - No refund of the \$200 enrolment fee and current term fee.
 - The subsequent terms paid in advance will be refunded.

Course Cancellation

- AIIT cancels the course prior to course commencement
 - All monies paid to the provider, less \$200 enrolment fee (non-refundable), will be refunded.
- AIIT cancels the course before its expected end date
In the unlikely event of an Australian Institute of Innovation & Technology's default of a course, students will be offered with two options:
 - Full refund: The refund amount calculated will be the weekly tuition fee times the weeks in default period; or
 - Alternative Course Arrangement: Students can be offered an alternative course at Australian Institute of Innovation & Technology with no extra charge.
 - Students will have the right to choose one of the above option.