



FORMALISATION OF ENROLMENT AND REFUND POLICY

Policy Number: AIIT/POL 001

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Australian Institute of Innovation & Technology
RTO ID: 40987
CRICOS No: 03440G

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PURPOSE

This policy is in place to ensure that Australian Institute of Innovation & Technology formally enters into written agreements with each participant by way of Letter of offer and sets out the conditions under which the refund of course fees may be granted and how refunds will be administered.

DEFINITIONS:

Course - is the full qualification offered by AIIT with start and end dates as reflected in the overseas student Confirmation of Enrolment (CoE)

Course fees / course money - relates to all monies paid in relation to enrolment to the course. (Tuition Fee, Course Material Fee, Enrolment Fee)

Course Material Fees - the resources that are a requirement for successful engagement in a course

Enrolment Fee- A non-refundable administration fee

Study Period – a designated period of time, for example a Term. A course may comprise of multiple Study Periods (Terms).

Special Circumstances- compelling or compassionate events that are outside of the participant’s control

Tuition Fees – is the fee for payment of the course delivery (excludes Enrolment Fee and Course Material Fees)

Cancellation - written notice of a decision not to commence a paid up scheduled course.

Withdrawal- written notice of a decision not to continue a paid up scheduled course that the participant has commenced.

Transfer - written notice of a request to move the enrolment to another scheduled date of the same course or another course within AIIT.

Airport Pick up fee – is an optional cost fee for service and is not included in Course money.

Accommodation Placement fee - is an optional cost fee for service and is not included in Course money.

Overseas Student Health Cover (OSHC)- AIIT can assist with organising the mandatory Health Cover for International Students.

POLICY - For International Students

Australian Institute of Innovation & Technology will enter into a written agreement with each participant prior to accepting any money from the participant and will:

- a. identify the course or courses in which the participant is to be enrolled and any conditions on the enrolment
- b. provide an itemised list of course money payable by the participant
- c. provide information in relation to refunds of course money
 - i. amounts that may or may not be repaid to the participant (including any course money collected by education agents on behalf of the registered provider)
 - ii. processes for claiming a refund
 - iii. a plain English explanation of what happens in the event of a course not being delivered.

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- d. a statement that ‘This agreement, and the availability of complaints and appeals processes, does not remove the right of the participant to take action under Australia’s consumer protection laws’.
- e. set out the circumstances in which personal information about the participant may be shared between AIIT and the Australian Government and designated authorities and, if relevant, the Tuition Assurance Scheme and the ESOS Assurance Fund Manager. Personal information includes personal and contact details, course enrolment details and variations to enrolment, and the circumstance of any suspected breach by the participant of a Student Visa condition.
- f. advise the participant of the obligation to notify the registered provider of a change of address while enrolled in the course.

POLICY PRINCIPLES

AIIT will not accept course money from any participant until the participant has signed and accepted the agreement. Course money may be received at the same time as the verification of acceptance in the case of a signed acceptance with an accompanying payment.

If money is received prior to receipt of assigned course agreement, AIIT will contact the participant or agent to inform them that the payment cannot be processed and enrolment cannot occur until the written agreement from the participant is received.

AIIT will provide the detail in writing, of how the amount of the refund has been calculated.

Unless AIIT is provided with written direction to pay the refund to someone else, all refunds will be paid to the participant who entered into the agreement with AIIT. All refunds will be paid in Australian currency.

This policy and availability of AIIT’s complaints and appeals processes, does not remove the right of the participant to take action under Australia’s consumer protection law, **AIIT’s** dispute resolution processes do not remove the participant's rights to pursue other legal remedies.

PARTICIPANT- COURSE WITHDRAWAL OR CANCELLATION

Refunds Prior to the Commencement of the course

Any request for a refund, for whatever reason, must be done in writing and be addressed to the **Principal Education Officer (PEO)** clearly stating the reason for the cancellation.

Application for a refund must be in writing and if based on ‘Special circumstances’ which are of a compassionate or compelling nature, must be received by AIIT **within fourteen (14) days** of the event taking place.

Administrative Enrolment fees, Course Material fees, and fees paid to education agents are non-refundable.

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If twenty eight (28) days or more written notice is given of the intention to withdraw from the nominated course commencement date then a full refund of the **course tuition fees only** will be given.

If less than twenty eight (28) days but more than 7 days written notice is given of the intention to withdraw from the nominated course commencement date, then a 50% refund of the **course tuition fees only** will be given.

No refund is available if seven (7) days or less written notice is given of the intention to withdraw from the nominated course commencement date or if a participant fails to commence the course.

A refund will be considered under the following “Special circumstances” which are considered beyond the participant’s control:

- o Serious illness of the participant – the impact must be verified in a medical certificate from a registered practitioner
- o Family or personal tragedy
- o Acts of God
- o Acts of Government authorities, for example where the participant is prevented from commencing studies in the agreed course of study.
- o Where a participant’s Student Visa has not been granted for the selected course.

Case by case consideration will be given to the amount of Course fees to be refunded under Special Circumstances and will take into account the participant’s specific situation and the point of time in period of study that the circumstances take place. In cases of Special Circumstances supported by satisfactory evidence, where AIIT may approve to vary the terms of the refund policy where no refund is given, the maximum refund will be 75% of the tuition fees paid.

Administration and Enrolment fees, Course Material fees, and fees paid to education agents are non-refundable. If AIIT agrees to refund monies paid due to Special Circumstances, it will do so within **4 weeks** of receiving written application for refund.

Refunds after commencement of the course

No refund will be given, and the participant will be held liable for any unpaid fees, if a participant withdraws from the enrolled course of study after commencement of the course. Written requests for refunds under the Special Circumstances outlined above will be considered.

AIIT- COURSE PROVISION

Where the course of study has been cancelled prior to commencement of the scheduled commencement date, AIIT agrees to refund all course monies paid. In such cases, payment will be made within **2 weeks (14 days)**. Alternatively, the participant may be offered enrolment in an alternative course by AIIT at no additional cost to the participant.

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In the unlikely event that AIIT is unable to deliver the selected course in full, the participant will be offered a refund of all the course money the participant has paid to date. The refund will be paid within **2 weeks (14 days)** of the day on which the course ceased being provided. Alternatively, AIIT may offer the participant an alternative course at no additional cost to the participant. The participant has the right to choose whether to accept the alternative course or to receive the full refund of course fees.

If the alternative course option is chosen, the participant will be asked to sign documentation formalising the acceptance and placement in the offered course.

If AIIT is unable to provide a refund or offer an alternative course it has arrangements in place via the Australian Government's Tuition Protection Scheme (TPS) and Overseas Student Tuition Fund (OSTF) to offer an alternative course at another education provider at no extra cost to the participant.

Finally, if a suitable alternative course cannot be arranged by TPS – OSTF, the ESOS Assurance Fund Manager will attempt to place the participant in a suitable alternative course or, if this is not possible, the participant will be eligible for a refund as calculated by the Fund Manager.

AIIT Refund table				
	Timeframe	Refund calculations for Cancellations or Withdrawals	*Calculation of amount to be transferred to your alternative at AIIT for another 1) commencement date 2) course	Refund calculations for a consecutive study period of a course.
Before Commencement of your course	More than 28 days' notice	100% of the paid Tuition Fees for your course	100% of the paid Tuition Fees for your course will be transferred	75% of the paid tuition fees
	More than 7 days' notice to 28 days' notice	50% of the paid Tuition Fees for your course	100% of the paid Tuition Fees for your course will be transferred	50% of the paid Tuition Fees for your course
	7 days or less notice	No Refund	100% of the paid Tuition Fees for your course will be transferred	No Refund
After Commencement of your course	Week 1	No Refund	75% of the paid Tuition Fees for your course	No Refund
	After week 1	No Refund	No Refund	No Refund

*Request for transfer of course is allowed once and the alternative course must be commenced within 6 months. No refund will be given on cancellation of the alternative course.

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*International Student Visa holders are subject to visa regulations in relation to any request to transfer to another course and so above item does not apply

POLICY - DOMESTIC STUDENTS

Where Australian Institute of Innovation & Technology (AIIT) collects fees from prospective participants, either directly or through a third party, must direct the prospect participants to information prior to enrolment or the commencement of the training and / or assessment whichever comes first and:

Where the participant engages AIIT directly, the RTO must specify:

1. All relevant fee information including:
 - 1.1. All fee and charges associated with undertaking the training product; and
 - 1.2. Payment terms and conditions including deposits and refunds;
2. The participants right as a consumer, including but not limited to any statutory cooling off period (if one applies)
3. The participants right to obtain a refund for services not provided in the event the:
 - 3.1. Arrangement is terminated early or
 - 3.2. The RTO fails to provide the agreed services;

Where the participants is engaged through a third party, AIIT requires the third party to specify:

1. The third party must provide the prospective participant with all relevant fee information including:
 - 1.1. All fee and charges associated with undertaking the training product; and
 - 1.2. Payment terms and conditions including deposits and refunds which have been approved by the RTO;
2. The participants right as a consumer, including but not limited to any statutory cooling off period (if one applies)
3. The participants right to obtain a refund for services not provided in the event the:
 - 3.3. Arrangement is terminated early or
 - 3.4. The RTO fails to provide the agreed services;
4. Make disclosure to the prospective learner that a fee is payable to the RTO and clearly describing the costs involved with the course, how and when fees must be paid to the RTO;

Procedures

1. General

- 1.1 Except as provided by law, a refund of tuition fees will only be granted in accordance with the AIIT's Refund Policy.

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- 1.2 Each participant acknowledges and agrees to the terms and conditions of the Refund Policy prior to the enrolment and commencement of a course;
- 1.3 AIIT reserves the right to amend these terms and conditions at any time to ensure compliance with applicable State and Federal laws;
- 1.4 The funds paid for tuition fees must be cleared at the time the refund request is made by the participant and all debts to AIIT must be paid before any refund can be made.
- 1.5 The refund must be paid to the same person or body from whom the payment was received on behalf of the participant, unless the participant authorises the RTO in writing to make the refund payment to another party.
- 1.6 Where a participant is eligible for a refund, the refund will be paid directly to the person who made the payment and in the same method of payment less any transfer or other bank charges incurred.
- 1.7 AIIT may, at its absolute discretion, refund some or all tuition fees where it determines that there are extenuating or compassionate circumstances.
- 1.8 This Policy, the Participant Agreement (enrolment form) and the availability of Complaints and Appeals processes, do not remove the right of participants to take action under Australia's Consumer Protection Laws.

2. Full Refunds less application fee

- 2.1 The participant will be eligible for a full refund where one of the following circumstances apply:
 - 2.1.a the course does not start on the agreed starting date;
 - 2.1.b the RTO is unable to deliver and/or assess the training product in which the student enrolled;
- 2.2 All refund requests must be made in writing through the AIIT website www.AIIT.edu.au;
- 2.3 Responses to refund requests are made within 14 calendar days, however, this may take longer where additional information is requested from the participant to support the refund request;
- 2.4 Where a refund request is granted, a refund less any non-refundable amounts will be processed within 30 calendar days;
- 2.5 Where a refund request is not granted, the participant may appeal the decision within 7 calendar days and in accordance with the AIIT complaints and appeals policy by completing a complaints

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form and emailing it to info@aiit.edu.au. The complaints form can also be found on the website at www.aiit.edu.au.

3. No refunds notwithstanding consumer rights under the Australian consumer law

3.1 Participants are not eligible for any refund where any one of the following circumstances apply:

- 3.1.A The participant commences the training and/or assessment course after being provided with all the required pre-enrolment information in accordance to the enrolment policy and the participant changes his/her mind about progressing in the course;
- 3.1.B The participant commences the training and/or assessment course and refuses to complete the required course work, training and/or assessment including as directed by the RTO in order to demonstrate competency;
- 3.1.C The participant commences the training and/or assessment course and as a result of change of mind decides not to continue the course;
- 3.1.D The participant submitted fabricated, fraudulent or any other academic misconduct to the RTO that form part of the course assessment documents to complete the course;
- 3.1.E Unsubstantiated claims of being provided misleading and deceptive information to enrol into the course;
- 3.1.F A participant's enrolment which is cancelled by AIIT for behavioural misconduct;
- 3.1.G A participant's enrolment which is cancelled by AIIT for non-payment;

3.2 Where the participant is not eligible for a refund, AIIT will offer one of the following options:

- 3.2.A Provide the participant with the additional support services required to complete the course in which the participant has enrolled;
- 3.2.B Offer the participant credit which allows the participant to return at a later date and continue the course in which the participant was enrolled;
- 3.2.C The participant will be offered the option to change to a course available on the scope of the RTO registration at no additional cost provided that the alternative course fee is not greater than the course fee in which the participant is enrolled;

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3.2.D The participant has option to make payment of 80% of the course fee and receive a statement of attainment for the unit of competencies in which the participant has demonstrated competency and:

3.2.D.A The participant will be offered the option to return at a later date and complete the outstanding unit of competency in which competency is yet to be demonstrated to receive a qualification in which case the participant will be required to make payment of the remaining 20% outstanding course fee, provided the course fee did not increase; and

4. Compelling and compassionate grounds

4.1 Where the participant is going through compelling and compassionate circumstances which prevent the participant from continuing the course of study and the participant is able to provide documentary evidence to the satisfaction of the RTO, the participant will be offered:

4.1.A An opportunity to defer the course of study in which the participant is enrolled;

4.1.B A refund less the application fee;

4.1.C A partial refund determined on a case by case basis on its own merits by the RTO manager;

5. Claiming Refunds

5.1 A participant may apply for a refund request:

5.1.A In writing on through the online application form available on the website at www.AIIT.edu.au

5.1.B set out the reasons for the request; and

5.1.C be accompanied by supporting documents as may be appropriate; and

5.1.D be forwarded to refunds@AIIT.edu.au:

5.2 Information provided by the participant on the Refunds Enrolment Form must include:

5.2.A full name of participant

5.2.B the participant ID

5.2.C course in which the participant was enrolled

5.2.D the contact details of the participant making the request including phone and email;

5.2.E the amount paid;

5.2.F the date of payment;

5.2.G the type of refund request;

5.2.H Details to support the refund request;

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- 5.2.I participant’s signature; and
- 5.2.J all documents relevant to consideration of the claim

5.3 Claims will not be processed where the signature on the claim does not match the participant’s signature, as shown on other documents provided by the participant for admission to AIIT.

6. Complaints and Appeals

- 6.1 Where a participant is dissatisfied with a decision to provide or not to provide a refund, he/she may appeal that decision in accordance with AIIT’s Complaints and Appeals Policy. AIIT’s Complaints and Appeals processes do not restrict the participant’s rights to pursue other legal avenues.
- 6.2 The participant must appeal the decision made within 7 calendar days from the date of receiving the decision by completing a complaints form which can also be found on the RTO website at www.AIIT.edu.au
- 6.3 Participants also have the option if they are not satisfied with the quality of service or training being provided by AIIT to lodge a complaint to the NVR Regulator – ASQA. However, ASQA informs the participants that they must first follow AIIT’s internal complaints and appeals procedures before a complaint can be lodged with ASQA.
- 6.4 ASQA will request whether participants have followed AIIT’s formal complaints and procedures and the RTO’s response.
- 6.5 Internal appeal form can be accessed via AIIT’s website or can be obtain from Participant Services. Please refer to AIIT’s Complaints and Appeals Policy for further details.

7. Payment of Refunds

- 7.1 Where an application for refund request has been approved by the RTO manager, the request is put through to the accounts department and a refund must be processed within 30 calendar days;
- 7.2 Where a participant is eligible for a refund, the refund will be paid directly to the person who made the payment and in the same method of payment less any transfer or other bank charges incurred.
- 7.3 The accounts, refunds and credit department will be responsible for the implementation of this policy under the supervision of quality assurance / compliance;

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8. Protect prepaid fees by learners

- 8.1 AIIT will protect any monies paid in advance to ensure that in the very unlikely event a program cannot commence, the NVR RTO will be in a position to refund the course fees to the participant or account holder
- 8.2 If a student wishes to partially pay or pay in full for their chosen course, AIIT will only accept \$1000 deposit in advance.
- 8.3 AIIT will also purchase ASTAS scheme for both certificate and diploma level courses if the RTO require participants to pay more than \$1,500 directly from students or indirectly through a third party where AIIT will receive course fee in excess of \$1,500 from the third party. This will provide further protection for all the fees collected in advance not only prior to the commencement of the course but also throughout the enrolment of students. ACPET's ASTAS is currently the only tuition assurance scheme for domestic students that is currently approved and recognised by ASQA.
- 8.4 If AIIT has an agreement with a third party and the arrangement allows the third party to collect course fee in excess of \$1,500 and where AIIT does not collect more than \$1,500 from the third party:
- 8.4.A.A If the third party is an RTO, it will be required to purchase ASTAS scheme for both certificate and diploma level courses to offer protection for all the fees collected in advance prior to the commencement of the course and throughout the enrolment of the student; or
- 8.4.A.B If the third party is not an RTO, it will be required to set up a student trust fund account to hold funds to ensure that in the very unlikely event a program cannot commence, the entity will be in a position to refund the course fees to the participant or account holder;
- 8.5 The above protection measures will ensure that AIIT meets the financial management compliance requirements as a NVR RTO.
- 8.6 This policy and procedures will be reviewed at least annually.

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