

Refund Policy

1 SCOPE

This policy covers the refunds process for all fees payable for training services provided within The Australian Institute of Commerce and Technology's scope of registration, in accordance with ESOS Act and the National Code.

2 PURPOSE

To provide for appropriate handling of student's payments and to facilitate refunds in the case of cancellation by either party. The refunds process will allow students the option to disengage from training in a manner in which a negative impact may be negated or reduced, depending upon notification time frame.

Unless otherwise stated, all refunds of fees will only be granted in accordance with this policy. The terms and conditions of this policy apply to all students, whether they are waiting to commence or are continuing studies.

3 POLICY STATEMENT

Details concerning the scope of The Australian Institute of Commerce and Technology Refund Policy are to be clearly disseminated to prospective students prior to contractual arrangements being made, this dissemination is in the form of the Student Handbook, Application for Enrolment and Letter of Offer.

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.

4 GENERAL RULES

- 4.1 The refund process reflects the commitment by The Australian Institute of Commerce and Technology to hold places as booked by students and the amount of administrative resources consumed at the various stages.
- 4.2 The date the written notice is received by The Australian Institute of Commerce and Technology is the **DEFAULT DATE**, and is the date used for the calculation of any refund and/or cancellation.
- 4.3 Refunds must be requested in writing to the Administration Manager of The Australian Institute of Commerce and Technology. Verbal notification to The Australian Institute of Commerce and Technology staff or agents are not valid.
- 4.4 Refund application **WILL NOT** be processed where the signature on the refund application form **DOES NOT** match the student's signature as shown on other documents provided by the student for admission to The Australian Institute of Commerce and Technology.
- 4.5 The Administration Manager of The Australian Institute of Commerce and Technology will process refund requests and if approved, arrange payment within 28 days.

- 4.6 Refunds will be paid in Australian Dollars into the nominated bank account.
- 4.7 To allow prompt settlement of refund requests, all advanced payments will be held in a nominated bank account by The Australian Institute of Commerce and Technology until the course start date.
- 4.8 All requests for refund will be processed on an individual basis, taking into account impact on follow on units /modules if applicable.
- 4.9 The term “commencement” in this policy refers to the first day of the first program attended by the student.
- 4.10 Issues with regard to payment are to be handled at the first available opportunity and directed to the Compliance Manager of The Australian Institute of Commerce and Technology. All Refund Requests and issued refunds are to be logged in the Refund Log.
- 4.11 In the event of visa refusal, the application/enrolment fee is not refundable. Refund on visa rejection will require a copy of notification from the Australian High Commission. Airport pick up fee is refundable if a visa is refused.
- 4.12 Tuition fees and Overseas Student Health Cover (OSHC) are refundable in full where student has provided evidence of medical or compassionate reasons due to which the student cannot commence the course, The Australian Institute of Commerce and Technology if advised of the cancellation 28 days or more before course starts and prior to entering into Australia.
- 4.13 Student enrolled in packaged courses do NOT qualify for a refund once they commence their studies in Australia.
- 4.14 If the student have given misleading information to an The Australian Institute of Commerce and Technology approved agent, The Australian Institute of Commerce and Technology and/or any Commonwealth Agencies of Australia, no refund will be given.
- 4.15 The Australian Institute of Commerce and Technology will forward the refund to the applicant in their country of origin unless otherwise authorised in writing.
- 4.16 No refunds will be paid to a third party (person other than the student), unless directed by the student on the Refund Application Form.
- 4.17 The Australian Institute of Commerce and Technology calculates refunds based on a SEMESTER fee (20 weeks study period plus 6 week holidays = 26 weeks).
- 4.18 The Australian Institute of Commerce and Technology will give the student a refund statement that explains how the amount has been worked out.
- 4.19 In case of a cancellation by the student or The Australian Institute of Commerce and Technology , any outstanding fees to The Australian Institute of Commerce and Technology become due with 7 (seven) days.
- 4.20 Any costs incurred by The Australian Institute of Commerce and Technology to recuperate outstanding fees will be charged to the student.
- 4.21 Unpaid fees will be recorded as a debt and recovered by action in a court of competent jurisdiction.
- 4.22 The Australian Institute of Commerce and Technology will not release any testamurs/awards to students until outstanding course fees have been paid in full.

- 4.23 Provide the student in writing the resulting decision of The Australian Institute of Commerce and Technology's management.
- 4.24 Advise the student of their right to appeal the decision of The Australian Institute of Commerce and Technology management.
- 4.25 The refund policy is subject to review at least once per year
- 4.26 Refunds will only be paid to the student or legal guardian of a student under 18. If a student has paid the fees to their agent, The Australian Institute of Commerce and Technology will recover the paid fees and return to student.
- 4.27 The Australian Institute of Commerce and Technology only accepts responsibility for fees and charges associated with the cost of enrolling in and studying with the RTO. No accountability will be taken for fees or charges associated with international education agent or migration agent fees or visa application costs.

Refunds resulting from The Australian Institute of Commerce and Technology Default

In the unlikely event of The Australian Institute of Commerce and Technology default, within 14 days of the default, The Australian Institute of Commerce and Technology will:

- Either offer the student an alternative place at The Australian Institute of Commerce and Technology's expense, that is accepted in writing;
OR
- Refund the student the unused portion of the prepaid fees.

If The Australian Institute of Commerce and Technology is unable to provide a refund or place the student in an alternative course, then the student shall be referred to the Tuition Protection Service (TPS: www.tps.gov.au), who will place the student in a suitable alternative course or if a suitable course cannot be found, pay a refund as calculated by the TPS Administrator.

TABLE OF REFUNDS			
Reason for Refund / Cancellation	Notification Period	Refund	Cancellation Fee
Student Visa Application is unsuccessful	Before semester / course commences	All the fees paid less Application fee	Application fee
Student Visa Application is unsuccessful	After semester / course commences	All the fees paid less Cancellation fee	\$250.00 administrative fee + Pro-rata of tuition fee + Resource fee
Student Visa withdraws	Before semester / course commences	All the fees paid less Administrative fee	\$250.00
Student Visa withdraws	After semester / course commences	All the fees paid less Cancellation fee	\$250.00 administrative fee + Pro-rata of tuition fee + Resource fee
Student Default. Student withdraws or student withdraws from a course after granting a deferral or suspension of studies	10 weeks or more before the course commences	100% refund of semester fee less \$250.00 administrative fee	\$250.00
	4-10 weeks before the course commences	70% refund of semester fee less \$250.00 administrative fee	30% of a semester fee + \$250.00
	0 - 4 weeks before the course commences	40% refund of semester fee less \$250.00 administrative fee	60% of a semester fee + \$250.00
	0 - 4 weeks after the course commences	30% refund of semester fee less \$250.00 administrative fee	70% of a semester fee + \$250.00
	4 weeks or more after course commences	No refund	100% of a course fee
Student Default. Student's enrolment is cancelled due to misbehaviour by the student	NA	No refund	100% of a course fee + Late Fee (if Applicable)

5 RESPONSIBILITIES

The CEO/PEO, The Australian Institute of Commerce and Technology is responsible for ensuring compliance with this policy. Administration Manager of The Australian Institute of Commerce and Technology will process refund requests, if approved, AND arrange refund payment within 28 days.

The Australian Institute of Commerce and Technology Access & Equity Policy applies. (See Access & Equity Policy)

All documentation from refund processes are maintained in accordance with Records Management Policy. (See Records Management Policy)

All Refund practices are monitored by the CEO/PEO, The Australian Institute of Commerce and Technology and areas for improvement identified and acted upon. (See Continuous Improvement Policy)

Role within RTO	Area of responsibility
The Director	Approval Authority
Senior Compliance Officer	Development/Review
Senior Office Administrator	Monitoring and Evaluation
The Trainer	Compliance
Office assistant	Implementation

6 RELATED LEGISLATION AND REGULATIONS

- The National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018, known as 'the National Code 2018' Standards
- Standards for Registered Training Organisations (RTOs) 2015, Standard 5 clause 5.3 and standard 7 clause 7.2
- Education Services for Overseas Students Regulations 2001
- Education Services for Overseas Students Act 2000

7 RELATED POLICIES, PROCEDURES AND DOCUMENTS

- Fees and Charges Policy
- Deferral Suspension Cancellation Policy
- Complaints & Appeals Policy
- Complaints & Appeals Procedure
- Academic Misconduct and Cancellation Form