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		15-Mar-2021

Refund policy [Fee for Service students]

Purpose

The purpose of this document is to inform all employees and students of the AIAC Refund policy and associated procedures.

National Code 2018, Standard 3 - <https://internationaleducation.gov.au/Regulatory-Information/Documents/National%20Code%202018%20Factsheets/Standard%203.pdf>

RTO Standards 2015; clause 5.3 - <https://www.asqa.gov.au/standards/enrolment/clauses-5.1-to-5.3>

Scope

Applies to all Fee for Service (FFS) students enrolled in a Nationally Accredited training program at AIAC.

Responsibility:

The RTO CEO takes responsibility for the implementation of this policy and ensuring all staff of AIAC are fully advised of the policy and have easy access to it at all times.

The RTO Compliance Officer is responsible for maintaining the policy and compliance against regulatory agencies and reporting students to DoHA.

The Accounts manager is responsible for processing refunds.

1 Refunds

Whether a student will or will not receive a refund depends on the reason for their request. A full refund should never be assumed. No refund will be given if the student breaches their VISA conditions or is terminated from the college due to breaches outlined in the Code of Conduct.

- a) Where the student withdraws by choice, or is withdrawn from the course through non-attendance, inability to proceed, non-compliance with rules etc., the unallocated pre-paid fees will be refunded less 10% administration fee. Fees paid in advance will be refunded pro-rata. If the college has already incurred expenses relating to the student's training or future training and these fees cannot be recuperated, these amounts will be deducted from the refund. A statement will be provided giving a breakdown of the refund.
- b) Refunds will be issued within 20 days from receipt of cancellation forms.
- c) If a student defers his/her study, AIAC will hold all pre-paid fees.
- d) Enrolment cancellation due to misconduct or visa breaches will be denied.
- e) If a student's visa is declined during the application process, any tuition fees paid to AIAC will be fully refunded (not including Application fee). AIAC takes no responsibility for any other fees paid to third parties. Evidence of Visa cancellation will be required.
- f) Only fees paid into the accounts of AIAC can be refunded. Refunds will be issued to the personal bank account of the person that paid the fees or refunded to the same credit card that was used to pay the deposit; or the account of the Nominated Person in the enrolment application. Refunds cannot be issued to third parties or other credit cards.
- g) Where AIAC is forced to cancel its operations or the agreement is terminated early or AIAC is unable to deliver the agreed to services or AIAC is forced to significantly delay the start of the course, the college will ensure that the student is fully refunded all unused pre-paid tuition fees within 20 working days of notifying the student.
- h) Additionally, if AIAC cannot provide the agreed to service, the student may contact the Tuition Protection Service (TPS). The TPS is used to assist the International Student to find a new education provider or help you recover pre-paid fees if no suitable provider can be found. In the event that AIAC fails to deliver your training, the TPS will contact you and after confirming your identity, they will assist you in finding a new education provider. Refer to <https://tps.gov.au/Home/NotLoggedIn> for more information.
- i) All pre-paid tuition fees (over the amount of \$1500) are protected under Federal Law. AIAC hold your unused fees in a separate Bank account with a recognised financial institution and will only access your fees as they relate to your training progress on a weekly basis.
- j) Application, recognition of prior learning and screening fees are non-refundable. All other AIAC incidental costs (i.e. paid to AIAC) are non-refundable.

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- k) Non-tuition fees paid to third-parties may or may not be refundable. Check the organisations refunds policy for more information.
- l) If a student starts training with us but fails his or her medical or is unable to obtain an ASIC, AIAC can only refund unused pre-paid fees.
- m) If the student disagrees with a refund, the student will have 20 working days to access the Complaints & Appeals policy.

1.1 Cancellation of enrolment

Students may cancel their enrolment without penalty, unless the cancellation is within 14 days of the course commencement date. Cancellations within the 14-day period, will incur a 10% administration fee of any tuition deposits made to AIAC. Cancellations within 7 days will incur a 30% administration fee. Cancellations within 3 business days may not be refunded. Application & RPL/Credit transfer fees, screening fees and any payments made to third parties will not be refundable.

2 Cooling Off period and Consumer Guarantee

Education services are not subject to cooling off periods. If the student changes his/her mind before coming to college, or after commencing studies, the above policies will still apply. If the student believes that he/she has been misled by AIAC in their marketing and enrolment processes, and they can support their concerns with evidence, and after the appeals process AIAC has refused the refund request; the student may be covered under NSW Consumer Guarantees.

3 Record keeping

Copies of all correspondence, approvals, application forms, supporting evidence etc. are to be placed in the student file. Details of any decision are to be entered into the Student register.

4 Review of policy and procedures

The Refund policy and procedure will be reviewed 12 months from the date of implementation or after any significant change in regulation by the Compliance officer. The document map and control register (AIAC-QHS-RG-006_V1) will be used to manage the review schedule.

Date implemented	15/03/2021	Review date:	01/03/2022
Authorised by:	D. Murray	New version no.	1

4.1 Amendments and Version history

Version no.	Amendment date	Amendment details	Amended by	Date of inclusion
1.0		Original document created and released	D. Murray	15/03/2021

5 Related documents to the Attendance policy

- Refund procedures -----AIAC-RTO-PP-018_v1
- Refund request form -----AIAC-RTO-FRM-009_v1
- Enrolment Confirmation Pack-----AIAC-RTO-FRM-026_v1
- Schedule of Fees & payment terms (domestic) -----AIAC-FN-SD-001_v1
- Schedule of Fees & payment terms (international)-----AIAC-FN-SD-002_v1
- Complaints and Appeals register -----AIAC-QHS-RG-007_v1
- Complaints and Appeals Policy -----AIAC-RTO-PP-001_v1
- Complaints and Appeals Procedure-----AIAC-RTO-PP-002_v1
- Complaints and Appeals form (students) -----AIAC-RTO-FRM-001_v1