



**Angad Australian Institute
of Technology Pty Ltd**
Careers Created Here

POLICY AND PROCEDURE

REFUNDS

1. POLICY

This policy/procedure supports 'Standard 3' of the 'National Code of Practice for Providers of Education & Training to Overseas Students 2018', which states:

'Written agreements between registered providers and students set out the services to be provided, fees payable and information in relation to refunds of course money.'

The following procedures ensure all students are treated fairly and with integrity when applying for refunds. All refunds applications are to be submitted to the Administrations department and the following procedures followed in assessing the application.

All 'refunds' are to be approved by the Admissions Manager and applications processed within 10 working days of the application being placed.

Please note the below refund policy is in relation to 'Tuition Fees' and should not be confused with 'Enrolment fees' which are non-refundable.

2. PROCEDURE

All refund information is made available to students through the enrolment process and is included on the 'Student Enrolment Agreement', which the student signs prior to acceptance into a course of study with the Institute and money accepted from a student.

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|---|------------------------------|--------------------|----------------------|---|
| Policy/Form Name | Refunds policy and procedure | | Created Date | February 2008 |
| Policy/Form No | AAIT A13 | Version No: | V12 | Last Modified Date: January 2018 |
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2.1 Refunds due to non-delivery of course by Institute

Please note that Government Legislation requires unused portion of the prepaid tuition fees to be refunded if:

- The course does not start of the agreed starting date which is notified in the Offer Letter.
- The course stops being provided after it starts and before it is completed.
- The course is not provided fully to the student because the Institute has a sanction imposed by a government regulator.

Refunds under the above conditions will be paid to the student within 10 working days.

- The Institute may arrange for another course, or part of a course, to be provided to students at no (extra) cost to the student as an alternative to refunding course money. The student may accept the offer in writing within 30 days. Where the student agrees to this arrangement, the Institute will not be liable to refund the money owed for the original enrolment.

2.2 Refunds based upon student application

All applications for refund must be made in writing by way of the 'APPLICATION FOR

REFUND' form (Appendix A) and submitted to the Admissions Manager for approval.

Please note: where the student withdraws from the course without notification or breaches their Visa conditions, no refund is payable.

- Applications for refunds are to be processed by the Admissions Manager within 10 working days from the date of application.
- Refunds payable will be paid to the student within 28 days.
- The assessment of refund applications shall be granted as indicated on the next page.

2.4 Appealing Refund decisions

Refer to the Student Complaints & Appeals Policy and Procedure from the Student Administration department if you wish to appeal against the Refund application outcome.

Australian Consumer Protection Law:

This policy and the availability of complaints and appeals processes do not remove the right of a student to take further action under Australian Consumer Protection Law.

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The assessment of refund applications shall be granted as indicated below:

| Enrolment Fee | Non-refundable |
|---|---|
| Tuition Fees | |
| <p>Visa refused prior to course commencement</p> | <p>Visa refusal refunds are calculated in accordance with the legislative instrument under subsection 47E (4).</p> <p>The calculation under subsection 47E(4) is as follows:</p> <p>The amount of unspent pre-paid fees that the provider must refund the student for the purpose of subsection 47E(2) of the Act is the total amount of the pre-paid fees the provider received for the course in respect of the student less the following amount:</p> <p>the lesser of:</p> <p>(a) 5% of the total amount of pre-paid fees that the provider received in respect of the student for the course before the default day; or</p> <p>(b) the sum of \$500.</p> |
| <p>Visa refused due to submission of fraudulent documents by or on behalf of the student.</p> | <p>No Refund</p> |
| <p>Withdrawal at least 10 weeks to agreed start date</p> | <p>50% refund</p> |
| <p>Withdrawal less than 10 weeks prior to agreed start date</p> | <p>No refund</p> |
| <p>Withdrawal after the agreed start date</p> | <p>No refund</p> |
| <p>Visa cancelled due to actions of the student</p> | <p>No refund</p> |
| <p>Course withdrawn by Institute</p> | <p>Full refund including enrolment fee.</p> |
| <p>Visa Extension is refused</p> | <p>Refund of Unused portion of tuition fees for future terms.</p> |
| <p>The course is not provided fully to the student because the Institute has a sanction imposed by a government regulator</p> | <p>Refund of unused tuition fees.</p> |
| <p>Withdraws from the course without notification or breaches their Visa conditions</p> | <p>No Refund.</p> |
| <p>The institute is unable to provide the course for which the original offer was made</p> | <p>Full refund.</p> |
| <p>RPL Fees</p> | <p>No refund if 'Statement of Attainment' is provided.</p> |
| <p>Student abandons the course</p> | <p>No Refund</p> |
| <p>Application rejected by ANGAD</p> | <p>Full refund including enrolment fee</p> |
| <p>The institute cancels an enrolment due to serious student misconduct</p> | <p>No refund of any prepaid tuition fees</p> |

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Appendix A

Application For Refund

| | |
|---------------------------------------|--|
| Date of Application: | |
| Course Name & Course Code: | |
| Student's Full Name: | |
| Student's Address: | |
| Course Start Date: | |

I wish to apply for a refund for my tuition fees paid for course described above. My reasons for applying for a refund are:

| Enrolment Fee | Non-refundable |
|--|---|
| Tuition Fees | |
| <input type="checkbox"/> Visa refused prior to course commencement (Evidence of visa refusal to be attached with the application) | <p>Visa refusal refunds are calculated in accordance with the legislative instrument under subsection 47E (4).</p> <p>The calculation under subsection 47E(4) is as follows:</p> <p>The amount of unspent pre-paid fees that the provider must refund the student for the purpose of subsection 47E(2) of the Act is the total amount of the pre-paid fees the provider received for the course in respect of the student less the following amount:</p> <p>the lesser of:</p> <p>(a) 5% of the total amount of pre-paid fees that the provider received in respect of the student for the course before the default day; or</p> <p>(b) The sum of \$500.</p> |
| <input type="checkbox"/> Visa refused due to submission of fraudulent documents by or on behalf of the student. | No Refund |
| <input type="checkbox"/> Withdrawal at least 10 weeks to agreed start date | 50% refund |
| <input type="checkbox"/> Withdrawal less than 10 weeks prior to agreed start date | No refund |
| <input type="checkbox"/> Withdrawal after the agreed start date | No refund |
| <input type="checkbox"/> Visa cancelled due to actions of the student | No refund |
| <input type="checkbox"/> Course withdrawn by Institute | Full refund including enrolment fee. |
| <input type="checkbox"/> Visa Extension is refused | Refund of Unused portion of tuition fees for future terms. |

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| | | |
|--------------------------|--|---|
| <input type="checkbox"/> | The course is not provided fully to the student because the Institute has a sanction imposed by a government regulator | Refund of unused tuition fees. |
| <input type="checkbox"/> | Withdraws from the course without notification or breaches their Visa conditions | No Refund |
| <input type="checkbox"/> | The institute is unable to provide the course for which the original offer was made | Full refund |
| <input type="checkbox"/> | RPL Fees | No refund if 'Statement of Attainment' is provided. |
| <input type="checkbox"/> | Student abandons the course | No Refund |
| <input type="checkbox"/> | Application rejected by ANGAD | Full refund including enrolment fee |
| <input type="checkbox"/> | The institute cancels an enrolment due to serious student | No refund of any prepaid tuition fees |

| | | | |
|----------------------------|--|-------------|--|
| <i>Student's Signature</i> | | <i>Date</i> | |
|----------------------------|--|-------------|--|

For Office use only

| | | | |
|--|--|-------------|--|
| <i>Refund Application Processed by</i> | | <i>Date</i> | |
| <i>Admissions Manager's Signature</i> | | <i>Date</i> | |

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