

Refund Policy and Procedure

1. Policy

This policy/procedure provides all staff and students information on the refund arrangements that are in place for Students enrolled with Australian Institute of Engineering (AIE).

The following procedures ensure all students are treated fairly and with integrity when applying for refunds. All refunds applications are to be submitted to Student Administration or the CEO and the following procedures followed in assessing the refund application.

All refund information is to be made available to clients prior to enrolment through:

- Student Information Handbooks (International and Domestic)
- The RTO's website
- The enrolment form which is completed and signed prior to acceptance into a course of study with Australian Institute of Engineering

2. Procedure

2.1 Refund applications

- Any student wishing to apply for a refund must complete the applicable 'Refund Application Form' (applicable to international or domestic students) and submit this form to Student Administration. The application form can be accessed by:
 - Contacting student administration
 - Accessing the RTO's website
- All refund applications are to be assessed by the CEO and applications processed within fourteen (14) days of the application being placed. Where a student is entitled to a refund the CEO is required to process the refund payment as required.
- Payment of a refund application cancels a student's enrolment.

Please note:

- Where the student breaches the Australian Institute of Engineering Policies and Procedures no refund is payable.
- Refund applications placed after course commencement are only in relation to Tuition Fees and do not include fees for materials and equipment which have already been provided.

2.2 Domestic Students

Refunds due to non-delivery of course by RTO

Tuition fees are to be refunded in full if the RTO is unable to commence the course as agreed due to unforeseen circumstances.

Any 'unused tuition' fees are to be refunded where the RTO is unable to complete the course due to unforeseen circumstances.

Where there is an instance of provider default in the above circumstances, AIE 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. Where the student agrees to this arrangement, AIE will not be liable to refund the money owed for the original enrolment.

Outline of Refund Arrangements	
The RTO is unable to commence the course for which the original enrolment and payment has been made.	Full refund or alternative placement in a course
The RTO is unable to continue to deliver the course as agreed.	Partial refund or alternative placement in a course

Refunds based upon student application

Applications for refunds are to be processed by Student Administration within 14 days from the date of application.

Where a student is unable to complete their course, they may be eligible for a refund of tuition fees. Where a student withdraws from the course without extenuating circumstances only a partial refund is payable. A refund of tuition fees is only payable in certain circumstances and these circumstances and amounts are provided to students prior to confirming enrolment.

AIE's refund arrangements are as follows:

Outline of Refund Arrangements	
Withdrawal prior to agreed start date	Full refund of any pre-paid tuition fees.
Withdrawal from course after commencement	No refund of monies paid
Withdrawal after course commencement (with confirmed extenuating circumstances)	Refund only on Units not started.

Note:

- There is no refunds for course resources purchased (i.e. workbooks, PPE etc)
- Students may have extenuating circumstances that prevent them from attending scheduled course dates that may include but are not limited to illness, family or personal matters, or other reasons that are out of the ordinary. Where evidence can be successfully provided to support the student's circumstances, course fees may either be transferred to the next available course where applicable, or a refund of unused course fees will be issued (units not started). This decision of assessing the extenuating circumstances rests with the CEO and shall be assessed on a case by case situation.

2.3 International Students

Refunds due to non-delivery of course by RTO (Provider Default)

Australian Institute of Engineering reserves the right to cancel or postpone any courses prior to their scheduled commencement dates, should it be necessary. Under section 46A of the ESOS Act a RTO defaults, in relation to an overseas student or intending overseas student and a course at a location, if:

- the provider fails to start providing the course to the student at the location on the agreed starting day; or
- after the course starts but before it is completed, it ceases to be provided to the student at the location; and the student has not withdrawn from the course before the default day.

All course fees (including application fee and materials and equipment fees) are to be refunded in full if the RTO is unable to commence the course as agreed due to unforeseen circumstances. Any ‘unused tuition’ fees are to be refunded where the RTO is unable to complete the course due to unforeseen circumstances.

Students are not required to complete a refund application under provider default circumstances as the RTO will actively arrange for refunds to be paid to all affected students. Where there is an instance of provider default in the above circumstances, Australian Institute of Engineering 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 fees. Where the student agrees to this arrangement, Australian Institute of Engineering will not be liable to refund the money owed for the original enrolment.

Outline of Provider Default Refund Arrangements	
The RTO is unable to commence the course for which the original enrolment and payment has been made.	Full refund or alternative placement in a course
The RTO is unable to continue to deliver the course as agreed.	Partial refund or alternative placement in a course

Refunds based upon student application

Under section 47A of the ESOS Act, an overseas student or intending overseas student defaults, in relation to a course at a location, if:

- the course starts at the location on the agreed starting day, but the student does not start the course on that day (and has not previously withdrawn); or
- the student withdraws from the course at the location (either before or after the agreed starting day); or
- the registered provider of the course refuses to provide, or continue providing, the course to the student at the location because of one or more of the following:
 - the student failed to pay an amount payable to the provider for the course;
 - the student breached a condition of his/her student visa;
 - misbehaviour by the student

Where a student does not start their course and fails to provide notification there are no refunds of pre-paid fees (unless extenuating circumstances are present).

Where a student is unable to complete their course they may be eligible for a refund of tuition fees. Where a student withdraws from the course without extenuating circumstances only a partial refund is payable. A refund of tuition fees is only payable in certain circumstances and these circumstances and amounts are provided to students prior to confirming enrolment.

Applications for refunds are to be processed by the CEO within 14 days from the date of application.

Please Note: There are no refund arrangements for the following:

- Application Fee
- Student Enrolment cancelled due to actions of the student (I.e. Breach enrolment conditions such as Course Progress requirements)
- Withdrawal after course commencement without extenuating circumstances
- Non-tuition based fees such as materials and equipment provided after course commencement

Australian Institute of Engineering’s refund arrangements are as follows:

Outline of Student Default Refund Arrangements	
Visa refused prior to course commencement	Full refund
Withdrawal prior to agreed start date	Full refund of pre-paid tuition fees
Withdrawal after course commencement	No Refund of pre-paid fees
Withdrawal after course commencement (with confirmed extenuating circumstances)	Refund of unused tuition fees

* Students may have extenuating circumstances that prevent them from attending scheduled course dates that may include but are not limited to illness, family or personal matters, or other reasons that are out of the ordinary. Where evidence can be successfully provided to support the student's circumstances, course fees may either be transferred to the next available course where applicable, or a refund of unused course fees will be issued. This decision of assessing the extenuating circumstances rests with the CEO and shall be assessed on a case by case situation.

2.4 Appealing Refund decisions

All students have the right to appeal a refund decision made by Australian Institute of Engineering by accessing the complaints and appeals policy and procedure. Students wishing submit an appeal of the refund decision should refer to the Complaints and Appeals Policy and Procedure.

This policy and the availability of complaints and appeals processes, does not remove the client's right to take action under Australia's consumer protection laws, including but not limited to a statutory cooling-off period, if one applies.

The RTO's dispute resolution processes do not remove the client's right to pursue other legal remedies where they feel necessary.

2.5 Default Notifications (Notifying the TPS and students of Provider or Student defaults)- International students

Australian Institute of Engineering is only required to report a refund provided to an international student where a student's visa is refused. Notification to the Tuition Protection Service must occur within seven (7) days after the default obligation period for payment of the refund. Australian Institute of Engineering will organise any refunds within 14 days of the default occurring.

As Australian Institute of Engineering has a compliant written agreement in place there are no other reporting requirements in relation to payment of refunds to International students.

All default notifications and reporting is to be completed through PRISMS & TPS login by the CEO.

Any provider or student default must be reported by the CEO as follows:

Provider (RTO) Default:

- Australian Institute of Engineering are required to notify the Secretary and the TPS Director within 3 business days if they default – that is, if they are not able to deliver the course to a student as agreed.

- Australian Institute of Engineering will also notify all students of the default and refund arrangements that will be applicable to the student within 3 business days.
- From this default date the provider will then have 14 days to meet their default obligations and provide any relevant refunds.
- Australian Institute of Engineering is then required to provide notification to the Secretary and the TPS Director of the outcome of the discharge of the refund obligations – that is to report whether the refund has been made.

Student Default:

To meet Tuition Protection Service (TPS) reporting obligations, providers only need to report on whether they have provided a refund to a student in two cases of student default:

- where a student's visa is refused, even if there is a compliant written agreement in place
- where there is no compliant written agreement in place.

Where a compliant written agreement is in place, there is no requirement to report any other student defaults and refund arrangements.

Notification to the Tuition Protection Service must occur within seven (7) days after the default obligation period for payment of the refund i.e. report whether the student took the offer of an alternative course or a refund, and, if a refund, how much was paid. Australian Institute of Engineering will organise any refunds within 14 days of the default occurring.

All default notifications and reporting is to be completed through PRISMS / TPS login by the CEO.

2.6 Maintaining Records of Refunds

Where a student application for refund is submitted, all records of the refund application and associated actions are to be maintained in the student file. This includes receipts identifying refunds have been paid and any correspondence relating to the refund application.

Any information that the client provides Australian Institute of Engineering or that Australian Institute of Engineering collects about the client (including payments and refunds) can be given to authorised State and Commonwealth Agencies (such as the Tuition Protection Service).

2.7 Further information

- Where a student application for refund is submitted, all records of the refund application and associated actions are to be maintained in the student file.
- If tuition fees have been paid by a third party, then refunds will be payable to that third party.
- The RTO is not able to provide any refunds for fees paid to third parties such as OSHC or education agent fees.