

Name:	Fees, Cancellations, Withdrawals and Refunds Policy
Approved by:	Executive General Manager - Group Quality, Accreditation & Compliance
Date Approved:	13.07.2022
Approved by:	Executive General Manager - Technology & Design Division
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Implementation Owner	Student Services (T&D)
Maintenance Owner	Executive General Manager - Group Quality, Accreditation & Compliance
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Section 1 – Introduction

1) Purpose

This policy refers to the payment of fees, processing of withdrawals, refunds and penalties associated with overdue payments for students of the Academy of Information Technology (AIT) RTO code 90511, PRV 12005, CRICOS 02155J and its subsidiary brand - Coder Academy, and for students enrolled in courses delivered under partnership by the International School of Colour and Design (iscd) RTO code 91439.

2) Scope

This policy refers to the operations of the organisation in the Higher Education and Vocational Education and training sectors.

This policy is informed by the requirements of:

- i) Competition and Consumer Act 2010
- ii) The Education Services for Overseas Students (ESOS) Act 2017
- iii) The National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018
- iv) Higher Education Support Act 2003
- v) Tertiary Education Quality and Standards Act 2011
- vi) Privacy Act 1988
- vii) National Vocational Education and Training Regulator Act 2011

Section 2 – Policy

1) Payment of Fees

International Students

- i) At a minimum first instalment of tuition fees must be paid in order to obtain a Confirmation of Enrolment (CoE) and must be paid no later than the date detailed in the student's offer of placement letter, this date is usually 2 weeks prior to commencement.
- ii) A non-refundable enrolment fee is applicable to Overseas students and must be paid in full upon accepting an offer of placement and prior to the commencement of the first term.
- iii) With regard to continuing students, any additional fees – including tuition fees – must be paid no later than the payment dates specified by AIT.
 - i) Fees are subject to change.
 - ii) Student Portal - Students can access and are encouraged to regularly review their fee status through their personal profile on Student Portal (secured). Students may share their JIVI login details with parents to allow them to view fee and attendance via the Internet.

Domestic Students

- i) Domestic student who are seeking access to a government loan scheme are required to complete and submit an eCAF on or prior to the Census date for the first term of study.
- ii) Where a domestic student fails to submit their eCAF by the due date their enrolment will be cancelled.
- iii) Domestic students who are eligible to defer their fee payments under FEE-HELP or VSL schemes must complete and submit their enrolment confirmation before the Census date for each term of study.
- iv) Where a domestic student fails to confirm their continuing enrolment by the due date their enrolment may be cancelled.
- v) Students with a Government Loan (VET Student or FEE-HELP) are required to opt-in prior to the census date for each study block.
- vi) Domestic students who are full fee-paying are required to pay the full fee within the terms of their invoice.

2) Schedule of Fees

- i) All student before commencing their studies will be provided with either an Invoice or Statement of Fees outlining the amount and when each set of fees will be due
- ii) Schedules of Fees for all courses approved for a VET Student Loan and FEE-HELP

are published on the AIT website at <http://www.ait.edu.au/government-student-loans>

- iii) RPL – A non-refundable application fee of \$100 is required at the time of application. This is not covered by your applicable government loan. Where a student is Granted Credit/RPL for a subject, a portion of the Tuition fee is charged – please see the Schedule of Fees for more information. Eligible students can include this tuition fee in their VET Student Loan or FEE-HELP loan.
 - (1) Students will be advised in writing of the exact tuition fee they have incurred for the study block once the outcome of their RPL application is determined. This advice will be provided through a revised confirmation of enrolment letter including itemised fees and charges, the loan fee invoice, and once the student has passed census date it will be confirmed in their Commonwealth Assistance Notice.
- iv) VET Credit Transfer - Credit Transfer is offered at no cost. Refer RPL and Credit Policy for Vocational Education and Training for further details.

3) Overdue Payments

Where a student fails to submit payments within a timeframe set by AIT (or its subsidiary brands), the student will be notified and cautioned via the following means in order of listing;

- i) A formal notice of overdue payment letter sent via email to the student. This notice will state the original due date for the payment and the remaining amount outstanding.
- ii) After 14 business days of overdue student payments, the student's access may be limited or they may be suspended from their studies until payment is received
- iii) A meeting with Student Services may be required to discuss the student's circumstances and determine if the student's suspension should continue.
- iv) A penalty no greater than 2.5% may be applied where students fail to pay by the due date. In accordance with 3.1.3 where a student seeks special consideration and this is approved the penalty may be waived.

Should a student not meet their payment obligations as described in their invoice, AIT (or its subsidiary brands) reserves the right to;

- i) Suspend access to facilities, lessons, computers and examinations;
- ii) Withhold transcripts, certificates, other documentation and services;
- iii) Suspend the student from studying within 10 working days of initial notification;
- iv) For Overseas students, report the student for non-payment of fees to the Department of Immigration and Border Protection, where applicable;
- v) For Domestic students, enrolment may be cancelled; or
- vi) Pursue legal action to recover the debt when necessary.

Where a student experiences difficulty paying tuition fees due to financial hardship, they may apply to pay their tuition fees under a payment plan. Payment plans may not be

offered retrospectively. Subject to the conditional clauses outlined below, AIT (or its subsidiary brands) may, at its discretion, agree to the establishment of a payment plan provided that;

- i) A written statement is submitted to Student Services along with relevant supporting documentation that may be used as evidence of the student's financial hardship.
- ii) All terms and conditions of the payment plan are agreed upon by the student in writing.
- iii) An administration fee of 5% may be applied.

4) Supplementary Purchases

Students at any time may request additional documentation outside of the ordinary documentation that would be provided. Students will incur a fee for the administration required to provide these documents. Types of documents that can be requested are:

- i) Attendance Statements – no cost
- ii) Academic Transcript Interim – no cost
- iii) Transcript Replacement - \$50
- iv) Replacement Testamur - \$50
- v) Letter of Enrolment – no cost
- vi) Completion Letter – no cost
- vii) Special reference letter – no cost
- viii) Miscellaneous Letter – no cost
- ix) Replacement Student Card - \$20

AIT (or its subsidiary brands) maintain a stock of resources that may assist students in their studies.

Students are able to purchase printer vouchers from Student Services for use with Campus printers.

Whilst on campus if a student violates the Student Code of Conduct they may incur a Breaking Campus Regulations penalty. Students may not return to their studies until this has been paid in full.

Prices are subject to change.

5) Withdrawals

To withdraw from a course all students are required to complete the Course Withdrawal form available from Student Services at their campus or by emailing their intention to withdraw & requesting the form to studentservices@ait.edu.au

Students must submit the Course Withdrawal form via the following email address: studentservices@ait.edu.au

Please see section 7. Refunds to ensure that you withdraw in a timely manner and do not incur any unnecessary penalties.

Having withdrawn from a course, a Statement of Attainment or Transcript will be provided to identify subjects within the course that have been completed. If the student re-enrols into the same course at a later date, the currency of the completions will be evaluated if older than five years. If the course has changed since the withdrawal, an evaluation will be completed to identify appropriate credits or RPL. The RPL policy cap of 50% will be waived for earlier completed AIT subjects under this situation.

If the withdrawal is prior to the Census Date, please refer to the Clauses 7.1.2 and 7.1.3 below for information about refunds.

6) Cancellations

AIT reserves the right to cancel a student's enrolment in an approved course, or part of an approved course, after the census date for the course.

AIT will inform the student concerned of proposed cancellation. The student will have at least 28 days to initiate grievance procedures before the cancellation takes final effect. Only after the final effect of the grievance has been completed will AIT cancel the student. The student is not entitled to a refund should they be cancelled after the census day for the course, or part of the course.

Please see AIT's *Grievance, Complaints, Appeals Policy* for more information.

7) Refunds

International Students

Should AIT (or its subsidiary brands) have made an offer based on incorrect or incomplete information provided by the applicant, the offer will be withdrawn and any refund will be at the discretion of AIT (or its subsidiary brands).

Where a student withdraws from a program or course after the payment of tuition fees, refunds will be issued within 20 business days of notification of default from the student in writing and the following will apply:

7.1.1. Prior to commencement of study term

Where a student gives written notice of their intention to default from their studies, this student may be eligible for a refund of paid tuition fees, less 25% of the total tuition fees due for the student's term. The enrolment fee is non-refundable.

7.1.2. Prior to census date of a study term

Where an Overseas student gives written notice of their intention to default from their studies after course commencement and prior to the census date, the student is not eligible for a refund of paid tuition fees. The enrolment fee is non-refundable.

7.1.3. After census date of study term

Where a student gives notice of their inability to continue the program or course after the census date of their studies, the student shall not be eligible for a refund. The enrolment fee is non-refundable.

AIT (or its subsidiary brands) may, at its discretion, provide a full or partial refund where;

- i) The student is unable to continue the program or course due to extenuating illness and/or disability that is verified by a certified medical practitioner.
- ii) Other extenuating circumstances that prevent the student from continuing the program

Circumstances where AIT (or its subsidiary brands) will provide a full refund;

- i) AIT (or its subsidiary brands) fail to provide the program or course which the student has enrolled. In these circumstances the refund will be paid within 10 business days.
- ii) The student has been refused a student visa by the Department of Home Affairs, or another Australian government authority.
- iii) Any payments made by a student that exceed the invoiced amount(s) will be credited toward future tuition payment. Should the student be in their final study period the excess amount will be refunded in full within 20 business days.

Should the student breach any published terms and conditions, refunds may be withheld.

Requesting a Refund - Refunds must be requested in writing using the AIT Refund Request Form by the student and should be lodged with the Student Services Team. Refunds are made in Australian dollars and are processed within 20 business days from the date that the written request was submitted by the student.

Issuing a Refund - Refunds may only be issued directly to the student in question, with the exception of underage students. With regard to students under the age of 18, refunds may be paid to parent(s) or guardian(s) unless written consent is provided directing otherwise.

Applications for refunds must be made within 12 months of the withdrawal date.

Domestic Students

Domestic students who withdraw from a course of study on or before census date are entitled to a full refund.

Should AIT (or its subsidiary brands) have made an offer based on incorrect or incomplete information provided by the applicant, the offer will be withdrawn and any refund will be at the discretion of AIT (or its subsidiary brands).

Where a student withdraws from a program or course after the payment of tuition fees, where applicable refunds will be issued within 20 business days of notification of default from the student in writing and the following will apply:

7.1.4. Prior to census date of a study term

Where a student gives written notice of their intention to default from their studies, this student is eligible for a refund in full of paid tuition fees

7.1.5. After census date of study term

Where a student gives notice of their inability to continue the program or course after the census date for a study term, this student shall not be eligible for a refund.

AIT (or its subsidiary brands) may, at its discretion, provide a full or partial refund where;

The student is unable to continue the program or course due to extenuating circumstances that meet the following criteria:

- i) Circumstances are beyond the student's control
- ii) Circumstances are such that it makes it impractical for the student to complete their studies Circumstances did not take their full impact until after the census date
- iii) (Supporting evidence required)

Circumstances where AIT (or its subsidiary brands) will provide a full refund;

- i) AIT (or its subsidiary brands) fail to provide the program or course which the student has enrolled. In these circumstances the refund will be paid within 20 business days.
- ii) Any payments made by a student that exceed the invoiced amount(s) will be credited toward future tuition payment. Should the student be in their final study period the excess amount will be refunded in full within 20 business days. The exception being for students paying for their tuition through an approved Government Loan Scheme where a remission will be applied.
- iii) Should the student breach any published terms and conditions, refunds may be withheld.

Requesting a Refund - Refunds must be requested in writing using the AIT Refund Request Form by the student and should be lodged with the Student Services Team. Refunds are made in Australian dollars and are processed within 20 business days from the date that the written request was submitted by the student. All supporting evidence must be submitted with the Request for Refund form.

Issuing a Refund - Refunds may only be issued directly to the student in question, with the exception of underage students. With regard to students under the age of 18, refunds must be paid to parent(s) or guardian(s) unless written consent is provided directing otherwise.

Any student who pays any portion of their tuition through a Government Loan Scheme (FEE-HELP/VSL) has the right to seek a remission of fees in accordance with the relevant published guidelines. For further information please visit: www.studyassist.gov.au and please see the Re-crediting a Fee-Help Debt policy

Applications for refunds must be made within 12 months of the withdrawal date.

8) Review of a Decision

Where AIT makes a decision NOT to refund a student's Fees or Re-credit a FEE-HELP or VSL balance that decision may be subject to review.

If a Student is not satisfied with the decision made by AIT the Student may apply for a review of the decision.

The application for review must:

- i) be made within 28 days of receipt of the original decision;
- ii) include the date of the original decision;
- iii) state fully the reasons for applying for the review; and
- iv) Include any additional relevant evidence.
- v) Applications should be made in writing to the AIT General Manager as the designated Review Officer of any decisions relating to a request for a refund student's Fees or Re-credit a FEE-HELP or VSL balance Note: The Review Officer is senior to the designated Student Services representative responsible for the original decision and was not involved in making the original decision to be reviewed.

9) Reconsideration through external appeal

At the time of the original decision, and at the time of the subsequent Review Decision, the Student will be notified of their review rights and responsibilities. The relevant officer will inform the Student in writing of their right to an external appeal should he/she remain dissatisfied with the outcome, and refer the Student to the Complaints Policy and Procedure for details on the process.

10) Publication

This policy is published on the web sites of AIT to ensure students have up-to-date and accurate information publicly available to them.

Section 3 – Reference and Supporting Information
1) Definitions

Word/Term	Definition
AIT	Academy of Information Technology
Cancellation/ Withdrawal	The termination of a student's enrolment, be it initiated by the student or the provider
Census date	The final date a FEE-HELP and VET Student Loan student can submit an eCAF or withdraw from a course of study without incurring a debt.
Course start date	First day of classes for Domestic students. Orientation day for Overseas Students.
Domestic Student	Any student who is an Australian citizen, permanent resident, humanitarian visa holder, and New Zealand Special Category visa holder.
Electronic Commonwealth assistance Form (ECAF)	Online application form for domestic students seeking to access a Government Loan Scheme
FEE-HELP	Government loan scheme available to eligible domestic students studying in the Higher Education Sector.
Overseas Student	Any student who is not a domestic student and is on a visa.
Vet Student Loan (VSL)	Government loan scheme available to eligible domestic students studying in the Vocational Education Sector.

2) Supporting documentation

Document name	Document type	Location
Refund Form	Form	N:\1. Policy & Procedure\Procedures\Fees
Overseas Application Form (New students)	Form	
Domestic Application Form (New Students)	Form	
Letters of Offer	Letter	
General Request Form	Form	N:\7. Forms\7. General Request - Change of Contact Details - Consent Form

ECOE (Created by Prisms)	Letter	
Online Application Form	Form	
ECAF	Form	
Enrolment Confirmation	Letter	
Commonwealth Assistance Notice	Invoice	
VSL invoice	Invoice	
Re-crediting a FEE-HELP Debt	Policy	

Section 4 – Change History
1) Change History

Version	Approval date	Department	Approved by	Change
V1.0		Group Accreditation & Compliance	Group Manager	
		Technology & Design Division	General Manager	
V1.1	12 June 2019	Group Accreditation & Compliance	Compliance Manager	Development of Group Policy replacing existing entity level policies
		Technology & Design Division	General Manager	
V1.2	05 September 2019	Group Accreditation & Compliance	Group Manager	Update to new template
		Technology & Design Division	General Manager	
V1.3	14 April 2022	Group Quality, Accreditation & Compliance	Executive General Manager	Inclusion of withdrawal and re-enrolment procedure Inclusion of RPL Application Fee
		Technology & Design Division	Executive General Manager	
V1.4	06 June 2022	Group Quality, Accreditation & Compliance	Executive General Manager	Clarification of RPL charging practices Inclusion of Cancellation policy
		Technology & Design Division	Executive General Manager	

V1.5	13 July 2022	Group Quality, Accreditation & Compliance	Executive General Manager	Clarification of the RPL application fee and partial tuition fee if granted.
		Technology & Design Division	Executive General Manager	

