



Refund Policy for International Students

General Guidelines

- All tuition fee refund applications must be submitted in writing and addressed to the 'International Admissions Manager' at AIE Canberra.
 - The date of withdrawal is the date AIE Canberra receives the written notification for a refund.
 - Refund policy is not applicable to application processing or accommodation placement fees.
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Tuition Fee Refund Policy

- In the unlikely event that AIE is unable to deliver a course in full students will be offered a refund of all the course money paid to date. The refund will be paid within 2 weeks of the day on which the course ceased being provided (provider default).
 - If AIE is unable to provide a refund or place students in an alternative course the Australian Government's Tuition Protection Service will assist you in finding an alternative course or to get a refund if a suitable alternative is not found.
 - No refund of fees will be granted where a student withdraws and lodges an Application for Refund on the day of commencement, or thereafter, except where the student visa application has not been approved.
 - Where a student withdraws from a subject or module after classes have commenced the student is not eligible for a refund.
 - If you require the refund to be made payable to another person, then you must provide a letter of authority instructing the AIE to make the refund payable to the nominated person.
 - After the commencement of a course a refund may be given (less any fees paid by AIE to an agent) within the first two weeks only where a critical incident has occurred and the total course duration is more than 100 hours. For courses of 100 hours or less an application for refund will not be considered after the course has commenced.
 - In the case of an approved transfer to another Australian Institution, the unused portion of tuition fees (if any), less any fees paid by AIE to an agent, will be paid directly to the other institution.
 - All refunds are made in Australian dollars.
 - If you are returning to your home country home and are entitled to a refund, payment will be sent to your home address after AIE is satisfied that you have left Australia. The method of refund payment is normally in the form of a direct deposit to a nominated bank account. AIE will not take responsibility for any costs incurred through bank fees, etc, relating to the transaction or conversion of currency.
 - Refunds actioned by a student default, and approved by AIE, will be paid within 4 weeks after AIE receives a written claim.
 - These regulations may be waived at the discretion of AIE, in exceptional and extenuating circumstances.
 - The Refund Policy outlined does not remove the right to take further action under Australia's consumer protection law, nor to pursue other legal remedies.
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Tuition Fee Refund Procedure

After student has notified of withdrawal in writing:

1. Student lodges 'Application for Refund Form' with International Manager, as per contact details above.
 2. Application is processed in accordance with AIE's Tuition Fee Refund Policy.
 3. If application is approved, refund payment will be made by cheque to enrolled student (expect in the case of transfer), in Australian dollars, within 4 weeks of receipt of application by AIE.
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OSHC Refund Policy

Refund of OSHC premiums can only be considered in accordance with the refund policy of the chosen health cover provider.

References

- ESOS Act 2000 - Parts 3, 5
- National Code 2007, Standards 2 & 3
- Education Services for Overseas Students Regulations 2001 – Parts 3 & 5
- AIE Critical Incident Policy