Students who wish to obtain a refund for any course must submit a Refund Request Form to AIHE, outlining your intention and the reason.

**Policy-Face to face courses**

1. Where you withdraw 28 days or less before course commencement and wish to be considered for a refund of your tuition fees and/or exemption from liability for tuition fees, you must fill in a Refund Request Form (available on our website) and submit it within 20 working days of the date of your withdrawal/deferral from the course. Approval of special circumstances will only be given for extenuating circumstances (please provide these in writing with supporting evidence to AIHE).
2. Students who wish to withdraw from a course of study more than 28 days before the course commencement date, will have 95% of fees will be refunded (less a non-refundable course administration fee of AUD $200).
3. Students who submit a Refund Request Form less than 28 days but more than 7 days before course commencement for a conditional offer where the conditions of the offer have not been met, 80% of fees will be refunded (less a non-refundable course administration fee of AUD $200).
4. Students who submit a Refund Request Form within 7 days of course commencement for a conditional offer where the conditions of the offer have not been met 50% off fees will be refunded (less a non-refundable course administration fee of AUD $200).
5. Students who wish to withdraw from a course of study after four weeks from commencement of the semester or if your enrolment is terminated, then all fees for the full semester remain payable and are not refundable except in circumstances of justifiable hardship. Your enrolment may be terminated by the Institution because of a failure to comply with the Institutions’ policy, bad behaviour, unsatisfactory progress, failure at examinations, or unsatisfactory attendance (refer to the Suspension and Expulsion Policy and Procedure).

**Policy- Online refunds**

1. Where students were enrolled in an online only course and have not accessed the system, they will be given a full refund
2. Where students were enrolled in an online study course and accessed the system for only one unit of study, they will be given a refund, less 50% of the fee.
3. Where students have accessed the LMS system and the wish to have a refund but have accessed the system for more than one occasion, there will be no refund.

**Where a course is cancelled by AIHE**

* If the Institution cancels your enrolment because a course is no longer being offered, a course not being offered for a particular term or other default by the Institute, you will be notified in writing and will be given the option to transfer your enrolment to another course and/or term or you may request a full refund of your tuition fees.
* Requests for a full refund of tuition fees will be processed within 2 weeks of the receipt of all documents, unless a request to transfer enrolment to another course or term is received from you in writing during this period.

**Complaints and Appeals**

You are entitled to access the Complaints and Appeals process should you be dissatisfied with the course or RTO decision.

This information is available in the Student Information Guide and on the website under Policies and Forms. You should also be aware that this agreement, and the availability of a complaints and appeals process does not remove the right of the student to take action under Australia’s consumer protection law.

Refund application form

Please complete the details below and return it with the receipt of course fees and certified copies of any supporting documents. You do not need to complete this form in the case of a course cancellation.

|  |  |  |  |
| --- | --- | --- | --- |
| STUDENT NUMBER |  | COURSE NAME |  |
| SURNAME |  |
| FIRST NAME |  | START DATE |  |
| ADDRESS |  |
| STATE |  | POSTCODE |  |
| TELEPHONE |  | MOBILE NUMBER |  |
| EMAIL ADDRESS |  |

**REASON FOR REFUND**

*Please tick the correct reason below and provide details below.*

* Withdrawing due to compassionate and compelling circumstances outlined below
* Overpayment of course fees
* Other (provide details below)

|  |
| --- |
| PROVIDE DETAILS OF REASONS FOR REFUND**Attach supporting documents**. |

**PAYMENT DETAILS**

Please provide relevant details for payment of refund. Complete name and address details if different from above. Include bank details for direct deposit refunds.

|  |  |
| --- | --- |
| REFUND METHOD | ❒CHEQUE ❒DIRECT DEPOSIT |
| FIRST NAME |  | SURNAME |  |
| ADDRESS |  |
| STATE |  | POSTCODE |  |
| ACCOUNT NAME |  |
| BSB NUMBER |  | ACCOUNT NUMBER |  |

|  |
| --- |
| **OFFICE USE ONLY** |
| DATE RECEIVED |  | REFUND DECISION | ❒YES ❒NO |
| CHECKED BY |  | APPROVED BY |  |