

FEES AND REFUNDS PROCEDURE

Approving Authority	General Manager	Approval Date of Last Revision	15 August 2023
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Effective Date	23 Feb 2018	Review Date*	31 Dec 2024
Document No	PRO3.1	Version	3.1
Parent Policy	Fees and Refunds Policy		
Policy Category	Operational		
Governing Authority			
Responsible Officer	Manager, Student and Academic Services		
Related Documents	Fees and Refunds Policy AIHE Schedule of Fees and Charges Student Grievances, Complaints and Appeals and Policy (and related Procedure) Student Handbook Enrolment, Progress and Graduation Policy Enrolment Procedure Letter of Offer and Acceptance of Offer Higher Education Standards Framework (2021) Education Services for Overseas Students (ESOS) Act 2000		

** Unless otherwise indicated, this procedure will still apply beyond the review date.*

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1. PURPOSE

1.1 The Fees and Refunds Procedure sets out the mandatory procedures for the implementation of the Fees and Refunds Policy at Adelaide Institute of Higher Education (AIHE).

2. SCOPE

2.1 The Fees and Refunds Procedure applies to applicants and currently enrolled domestic and international AIHE students, and staff involved in the provision of education and training products and services for students and clients.

3. DETERMINATION AND APPROVAL OF FEES AND CHARGES

3.1 Council will determine tuition fees and administrative charges for international and domestic students in accordance with relevant legislation on an annual basis and will approve the annual AIHE Schedule of Fees and Charges by 1 October in the year immediately preceding the year in which the fees and charges apply.

3.2 The annual AIHE Schedule of Fees and Charges will be published and made publicly available by 1 October in the year immediately preceding the year in which the fees and charges apply.

4. PAYMENT OF FEES AND CHARGES

4.1 Prior to the start of each study period, students will receive an invoice detailing all their fees and charges for the relevant period. Students will receive an additional invoice each time they vary their enrolment or incur any additional charges.

4.2 Students will find payment options on their tax invoice and on the Paying your fees webpage. Students should allow at least three business days prior to the due date for an electronic payment to be transferred to the AIHE account.

5. REFUNDS

5.1 All requests for a refund must be submitted using the Refund Request Form to the Student Services Unit and must be accompanied by official documentary evidence of the grounds for the request.

5.2 Refund requests will be assessed in accordance with the provisions set out in the Fees and Refunds Policy.

5.3 All refunds are paid to the applicant in Australian Dollars through electronic transfer.

5.4 Refunds are paid to the person who originally paid the fees or a third party. A refund is only made to a third party (i.e. to a person or organisation other than student):

5.4.1 where the payment was made by a third party and AIHE is required by Australian law or by agreement to pay the refund to the original payer.

5.5 A refund notice will be sent to the applicant once the refund decision is made. All eligible refunds will be paid within 28 days from the date of receipt of complete documents of the refund request by the student, or 14 days in the case of any default by AIHE.

6. COMPLAINTS AND APPEALS

6.1 Applicants may appeal student fee refund decisions by writing to the Student Services Unit within ten (10) days of receiving the tuition refund notice if they believe that the decision has not considered all the facts or was unfairly made. Refer to the Student Grievances, Complaints and Appeals Policy.

7. DEFINITIONS

7.1 See the AIHE Glossary of Terms for definitions.

Document Control

Version #	Date	Key changes
1.0	23/02/2018	Procedure approved by General Manager
1.1	26/03/2019	Revision to provide for refunds being paid to person(s) other than the international student (new clause 5.4)
1.2	27/05/2020	Included Attachment A: AIHE Fee Refund Schedule from Policy per Council decision Mtg 2/20
2.0	15/02/2021	References to Course fees updated to Tuition Fees where applicable to provide greater clarity and insertion of 'Packaging Fee' refund provision to Appendix A. The due date for Schedule of Fees approval by council amended to align with Council meeting 03 of each year and publication by 1 Oct. Minor wording changes.
2.1	16/09/2021	Appendix 1 revised to remove "Withdrawal from a Single Subject" which is covered under other provisions and insertion of additional notes to clarify tuition fees for first study period and refund calculation when partial fees are paid for commencing students.
2.2	6/5/2022	Minor correction to schedule under Appendix A to wording in instances where a student visa is refused prior to course commencement to reflect penalty of \$500 or 5% being applied to 'Course Fees' instead of 'Tuition Fees'. Reference to HE standards updated from 2015 to 2021.
2.3	15/08/2023	Appendix 1 revised to: (i) classify refund for withdrawal from course commencing into two categories: first, for students whose principal course provider is AIHE and second, for students whose principal course provider is other than AIHE; (ii) changes in the notification period and the applicable refund eligibility for commencing and continuing; (iii) deletion of "Student Expelled" as this category falls within the purview of "Student's enrolment at AIHE is terminated (for any other reason)"
3.1	05/06/2024	Added an additional item providing no refund for cases of visa application refusal or visa cancellation due to fraud. Clarification has also been made for refunds in cases of visa application refusal due to reasons other than fraud

Appendix 1: AIHE Fee Refund Schedule

NOTIFICATION PERIOD	REFUND
Withdrawal from course (commencing) under a packaged offer of admission	International students
Anytime	100% of prepaid tuition fees less A\$3000
Withdrawal from course (commencing)	Domestic / International students
<i>Students whose principal course provider is AIHE</i> <ul style="list-style-type: none"> Anytime less than 6 calendar months 	No refund
<i>Students whose principal course provider is other than AIHE</i> <ul style="list-style-type: none"> Anytime before the course start date Weeks 1 – 3 After Census Date of the relevant study period 	100% of prepaid tuition fees less A\$3000 30% of tuition fees for the first study period No refund and liability for any outstanding tuition fee
Withdrawal from course (continuing)	Domestic / International students
Prior to commencement of relevant study period	100% of prepaid tuition fees (after minimum of 4 subjects)
Weeks 1 – 3	30% of tuition fees for the study period
After Census Date of the relevant study period	No refund
Student Visa application refused or visa is cancelled	International students
Visa application is refused /unsuccessful due to reasons other than fraud.	100% of all course fees received minus the lesser of A\$500 or 5%
Visa application is refused due to fraud.	No refund.
Visa is cancelled (for any reason)	No refund and liability remain for outstanding course fees.
Late and/or Non-Arrival	International students
Refund requested within 12 months of expected commencement date	30% of tuition fees for the study period
Late arrival prior to Census Date of the relevant Study Period	No refund for missed classes
Other reasons	Domestic / International students
Deferral (prior to commencement)	Tuition fees can be transferred to a later study period within 12 months
Leave of Absence (prior to Week 3)	Tuition fees can be transferred to a later study period within 12 months (subject to approval)

NOTIFICATION PERIOD	REFUND
Transfer to any other institution (Proof of meeting entry requirements must be provided)	Refer to Withdrawal from course (Commencing and Continuing)
Student's enrolment at AIHE is terminated (for unsatisfactory progress)	100% of unused tuition fees paid for the next study period
Student's enrolment at AIHE is terminated (for any other reason)	No refund
Course cancelled by AIHE	100% refund of course fees
Provider default	100% of balance of course fees

Note: the tuition fee for the first study period is outlined on the Offer of Admission.

Where the student's enrolment is withdrawn or cancelled by AIHE prior to course commencement because the student provided incorrect or incomplete information to AIHE at the time of enrolment, AIHE will refund 80% of the first study period's tuition fee.

Where a student upon enrolment has paid less than the first study period tuition fee specified in the Offer of Admission, and the student cancels their enrolment, the refund will be calculated as a proportion of the full first study period tuition fee (e.g. the full fee for the first study period is \$10,500 and the student has paid \$6,000, the student will forfeit the relevant percentage of \$10,500 and the remainder will be refunded as set out above).

A packaged offer of admission is defined by AIHE as "an offer of admission made by AIHE to a prospective student, where the AIHE course is the principal course of study, used jointly with an offer for an internal or external pathway course(s) to apply for, or maintain, an Australian student visa." Refer to the [AIHE Glossary](#) for definitions.

Applications for refunds should be made on the Refund Request Form available from Student Services and the AIHE website. The form should be lodged with the Student Support Officer as soon as possible after the reason for seeking a refund arises.