

REFUND STUDENT TUITION FEES POLICY AND PROCEDURE

Code	PL_FN_001				
Title	Refund Student Tuition Fees Policy and Procedure				
P&P Version	Date Approved by Leadership Group	Date Approved by Academic Board	Date Approved by Board of Directors	Effective date	Next review
2.2	30/04/2019 (interim CEO approval)	N/A	20/06/2019	30 April 2019	April 2020
1. Policy Statement					
Authority	The Australian Institute of Music Limited (AIM), known as ‘the Institute’, is governed by the Board of Directors (BoD) with academic authority delegated to the Academic Board (AB). The BoD and AB share joint responsibility for ensuring that all general and academic policies and procedures follow ‘best practice’ principles for Higher Education and other sectors of educational delivery, in compliance with relevant Australian legislation and current regulatory requirements.				
Application	This policy applies to all Domestic and International students at AIM campuses, irrespective of who pays the tuition fees.				
Purpose	The purpose of this document is to outline the process for tuition fee refunds to students withdrawing (student default) from a course or unit of study, or due to provider default.				
Scope	This policy and procedure applies to all students enrolled in award and non-award programs (including higher education programs, foundation program, senior secondary school and short courses) at the Australian Institute of Music				
Coverage	This policy and procedure covers all Domestic and International students at all AIM campuses				
Special Conditions or Exceptions	Nil				
2. Procedures					
Student Defaults	Application for Course Withdrawal <ul style="list-style-type: none"> New students seeking to withdraw from a course prior to arrival must inform Student Recruitment in writing. Returning/continuing students seeking to withdraw from a course must complete and submit the <i>Application for Deferral of Studies or Withdrawal from Unit/Course</i> eForm ensuring supporting documentation is attached. Email request from student indicating their intention to withdraw or defer will not be considered as a formal application for deferral and/or withdrawal. Withdrawal post Census Date due to compassionate and compelling/special circumstances may be accepted by the Director of Academic Affairs as grounds for either partial or full refund of fees or re-crediting of Fee-Help balance. In cases where an offer was made on the basis of fraudulent documents, the 				

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	<p style="text-align: center;">Institute reserves the right to retain any portion of the tuition fee.</p> <p style="text-align: center;">Application for Unit of Study (Subject) Withdrawal After Census Date A student seeking to withdraw from a unit of study (subject) must complete and submit the <i>Application for Deferral of Studies or Withdrawal from Unit/Course</i> eForm</p> <p>Domestic students may do so without penalty if the request for withdrawal is lodged prior to Census Date for the study period in which the unit of study is applicable. If the request is lodged post Census Date, the student is liable for the full cost of the unit of study and a grade of Withdrawal (WN – Withdrawn-Fail) will be noted on their academic records.</p> <p>International students are required to undertake a fulltime study load at all times as a condition of their student visa. In some cases, for instance, where a student may be suffering academic hardship, a reduced study load may be approved by the Director of Academic Affairs (DAA) in writing, and the applicable refund will be applied. In the event that an international student withdraws from a unit of study after Census Date in which the unit of study is applicable, the student is liable for the full cost of the unit of study and a grade of Withdrawal (WN – Withdrawn-Fail) will be noted on their academic record.</p>
<p>Tuition Fees Refunds: New International Students</p>	<p>Where a new international student has accepted the Letter of Offer (LoO) and gives a minimum of four (4) weeks (28 days) written notice before the commencement of a Study Period, of an inability to undertake the course, the tuition fees paid for that study period are refundable in full.</p> <p>Where a new international student fails to advise the Institute of their intention to withdraw from their program of enrolment and/or fails to turn up on the scheduled start date, the total amount of tuition fees for the first study period is forfeited in full.</p> <p>Where a new international student gives less than four (4) weeks (28 days) written notice before the start of the Study Period of an inability to undertake the course, the total amount of tuition fees for the first study period is forfeited in full. Where an inability to undertake the course is due to Visa refusal, the tuition fees paid for the Study Period will be refundable in full.</p>
<p>Returning and Continuing Students: International Students</p>	<p>Where an international student gives a minimum of four (4) weeks (28 days) written notice before the commencement of a new Study Period of an inability to undertake the course, the tuition fees paid for that study period are refundable in full.</p> <p>Where an international student withdraws from a course giving less than 4 weeks (28 days) notice prior to the commencement of the study period the total amount of tuition fees for the Study Period for which they are enrolled, is forfeited in full, unless withdrawing due to compassionate or compelling circumstances.</p>
<p>Refunds Due to Compassionate or Compelling Circumstances (Post Census Date)</p>	<p>A student (or the student’s personal representative) may give notice by completing and submitting the <i>Application for Deferral of Studies or Withdrawal from Unit/Course</i> eForm to the Institute that he or she is withdrawing from a course due to compassionate or compelling circumstances.</p> <p>The Institute may, in its sole discretion having regard to the exceptional circumstances, grant a total or partial refund of tuition fees subject to the provision of documentary evidence in support of the application for a refund which is acceptable to the Institute.</p> <p>International Students The ESOS Act requires providers to make a full refund directly to the student or a person</p>

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	<p>(other than the students) as specified in the agreement (Letter of Offer). The timeframe for refunds in the specific case of visa refusals is four (4) weeks from the default day which in this instance is the day the student advises the provider that his visa application has been refused.</p>
<p>Tuition Fees Refunds: Domestic Upfront Paying Students</p>	<p>Where a domestic student withdraws from a course by the published Census Date, fees will be reversed in full. Students withdrawing from a course after the published Census Date will incur the full cost of tuition fees for that study period.</p>
<p>Re-crediting FEE-HELP Balance: Domestic Students</p>	<p>A student may apply after census date to have their FEE-HELP balance re-credited if the student has been unable to complete the requirements of the unit/s of study due to 'Special Circumstances'. A special circumstance could be:</p> <ul style="list-style-type: none"> • A circumstance which was beyond the students control; • If the circumstance/s did not make the full impact on the students until on or after the census date/s of the unit/s; and • If the circumstance made it not practicable for you to complete the unit(s). <p>Where a student is seeking re-crediting of a FEE-HELP balance, they can apply in writing to ar@aim.edu.au to have their FEE-HELP balance re-credited if they withdraw from a unit/s of studies after the census date and/or the they did not complete the requirements for the unit/s of study due to special circumstances. The student must apply in writing, within twelve (12) months of the withdrawal date, or if the student did not formally withdraw, within twelve (12) months after the Study Period during which the student undertook, or was to undertake the unit/s. Students must ensure they include supporting documentation with their application. Applications without supporting documentation will not be considered.</p> <p>All applications from students seeking re-crediting of a FEE-HELP balance will be considered within twenty-eight (28) days from receipt of the application, with students notified of the outcome via return email.</p> <p>For more information visit Study Assist.</p> <p>Please note: HELP debt will not be cancelled for any units successfully completed.</p>
<p>Deferral, Dismissal and Suspension of Studies</p>	<p style="text-align: center;">International Students (New and Continuing)</p> <p>A student who wishes to defer/suspend their studies due to compassionate or compelling circumstances with approval of the DAA, will be eligible to have their tuition fees transferred to the next applicable study period. If the student does not return from deferral/suspension to commence/recommence the course within the agreed timeframe, the student will forfeit the full study period of tuition fees.</p> <p>A student whose studies were deferred/suspended for whatever reason will have the remainder of their tuition fees transferred to the next application study period. Should a student subsequently withdraw from the program and not resume their studies as scheduled, the remainder of their transferred fees will be forfeited in full.</p> <p>All Students</p> <p>A student who is dismissed from the Institute due to misconduct or whose enrolment is terminated due to a cancellation of their student visa (international students), shall not be eligible for a refund.</p> <p>A student who is issued a Notice of Intention to Report/Withdraw due to unsatisfactory Academic Progression (as per the <i>Academic Progression and Intervention Policy</i>) will be</p>

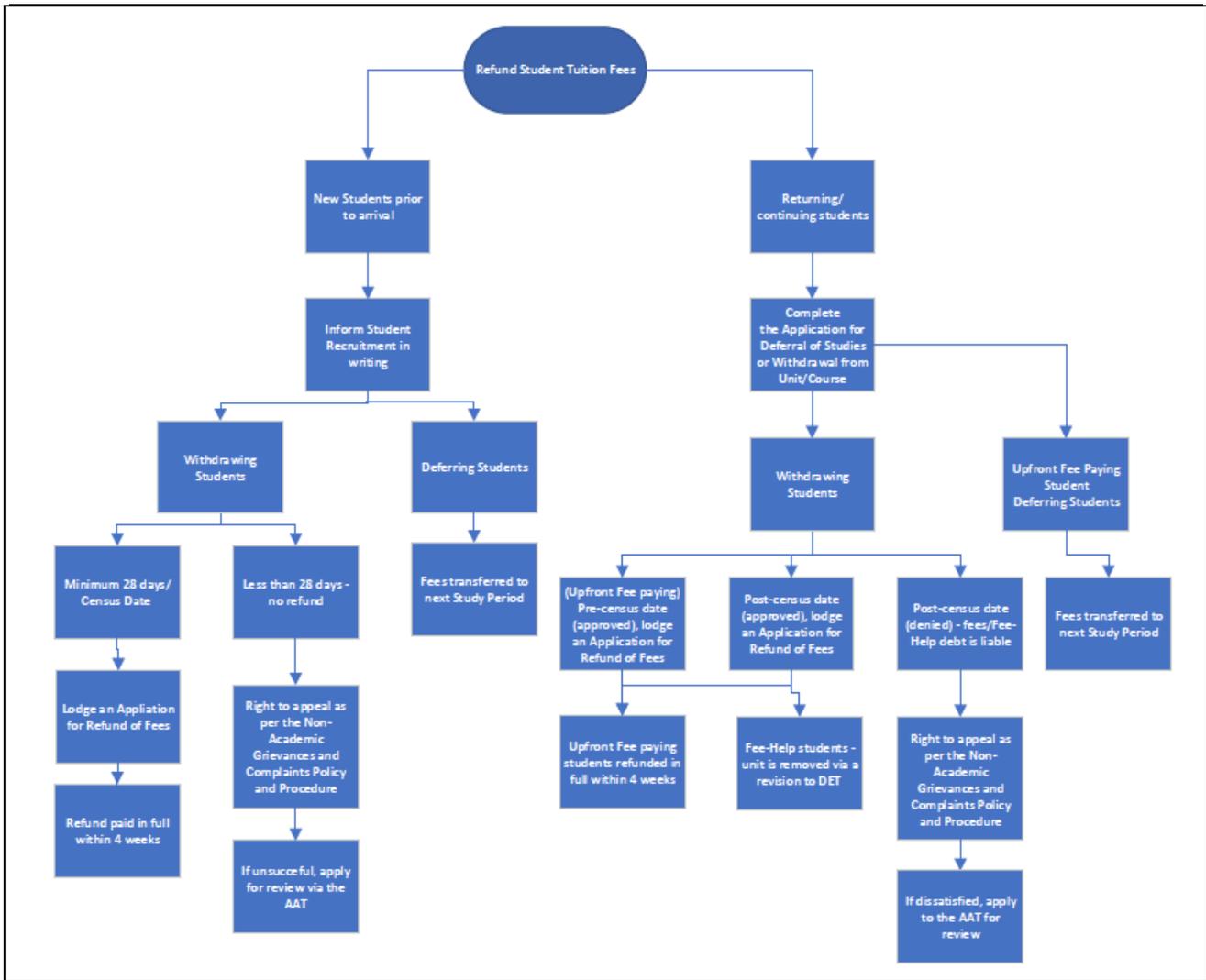
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	<p>eligible to apply for a refund of tuition fees paid for an upcoming Study Period, giving less than 28 days notice prior to the commencement of the study, if the student has followed the appeals process and the appeal has been unsuccessful.</p>
<p>Other Refunds</p>	<p>Fee Refunds Related to International Students who Obtain Permanent Resident Visa Status</p> <p>An international student who is granted Permanent Residency (other than a Permanent Humanitarian Visa) status in Australia, is eligible for the domestic tuition fees. Permanent Resident Status is recognised from formal notification by letter from Department of Home Affairs (DoHA), not the date on which the application for change of status is made.</p> <p>If the student obtains Permanent Resident Status after the census date associated to units contained in their enrolment, the student will be classified as an international student for the remainder of that study period. The student will be liable to pay the tuition fees applying to international students for that Study Period. From the following Study Period, the student will be classified as a Permanent Resident and will be liable to pay the fees applying to domestic students as applicable.</p> <p style="text-align: center;">Refund for Overpayment of Fees</p> <p>Any overpayment of fees will be refunded to the student less any outstanding debts owing on the student account</p>
<p>Provider Default</p>	<p>In the event that:</p> <ul style="list-style-type: none"> • the Institute does not start the course on the agreed starting date; or • the course ceases to be provided by the Institute at any time after it starts but before it is completed; or • the course is not provided in full to the student because a sanction has been imposed on the Institute under Part 6 of the ESOS Act 2000; and • the student has not withdrawn before the day of default by the Institute; <p>The Institute will:</p> <ul style="list-style-type: none"> • ensure all tuition fees paid by the student are fully refunded or the proportion of the tuition fees (unspent tuition fees) received by the Institute that represents that part of the course that will not be delivered are refunded. The unspent tuition fee refund will be calculated in accordance with the methods specified in the ESOS Act and will be paid within two weeks after the default day; or • will arrange for the student to be offered a place in an alternative course(s) delivered by a CRICOS registered provider at the Institute’s expense; or • arrange for its Tuition Assurance Scheme (Tuition Protection Service for International Students; Department of Education and Training for Domestic Fee-Help Students) to promptly offer affected student/s a place in suitable alternative course(s) or a refund of unspent tuition fees. <p>FEE_HELP Student</p> <p>From 2018 the Australian Government will implement interim tuition assurance arrangements for HELP students. This means, in the event that the Australian Institute of Music (AIM) ceases to provide a course of study in which a student is enrolled, the interim arrangements will ensure that the student will be supported to continue their study with another provider in a similar course. If a similar course is not available, the student may be eligible for a re-credit for units of study commenced but not complete.</p> <p>Upfront Payment</p>

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	<p>To safeguard against disadvantaged to full fee-paying domestic students, due to unforeseen adverse provider circumstances, AIM is fully compliant with government financial and tuition assurance requirements protecting student interests, should they be unable to progress in an enrolled course of study</p> <p>Note: If the student accepts the offer of placement in a suitable alternative course(s), in writing, the Institute is relieved of its liability to provide a refund to the student.</p>
Agreement	<p>When the Institute accepts an international student’s signed acceptance documents (Acceptance of Offer) and student tuition deposit, the Letter of Offer will constitute a written agreement between the Institute and the international student for the purposes of the ESOS Act 2000 and the National Code.</p>
Payment of Refunds	<ul style="list-style-type: none"> • Students requesting a refund of tuition fees must complete and lodge an <i>Application for Refund of Fees</i>. When approved (including any discretionary refund granted under the section ‘Refunds in compassionate and compelling circumstances’) refunds will be paid to the student within four (4) weeks. • Refunds will be reimbursed in Australian dollars • New international student’s refunds are recorded in PRISMS by the Student Data Manager
Review Process Related to Fee Refunds/ Re-crediting FEE-HELP Balance	<p>Any decision made by the Institute relating to the refund of fees/re-crediting FEE-HELP balance is subject to review.</p> <p>Appeals against refund of fees/re-crediting FEE-HELP balance may be made by the student according to AIM’s <i>Non- Academic Grievances and Complaints Policy and Procedure</i>.</p> <p>This agreement and the availability of the complaints and appeals processes, does not remove the right to take further action under Australia’s consumer protection laws. If the student remains dissatisfied with the result of AIM’s internal review process, they may apply for an external review from the Administrative Appeals Tribunal (AAT) within twenty-eight (28) days of the final internal appeals decision.</p>
Contextual Considerations	Nil
3. Flowchart – Showing process and decision points	

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4. Accountabilities

Responsible Officer	Director Finance (DF): Policy Owner
Contact Officer	<p>Accounts Receivable Officer (ARO): responsible for processing of student invoicing, payments and refund requests; informing the Student Data Manager of refunds paid</p> <p>Student Data Manager: responsible for managing the withdrawal process; recording returning/continuing international student’s defaults in PRISMS; recording returning/continuing international student’s refunds in PRISMS</p> <p>Director, Academic Affairs (DAA): responsible for approving applications for withdrawal or deferral/suspension in compassionate and compelling/special circumstances; applications for withdrawal from a program or unit or study or deferring/suspending a course of study post Census Date.</p>

5. Supporting Information

Legislative Compliance	<p>This Policy & Procedure supports AIM’s compliance with the following legislation:</p> <ul style="list-style-type: none"> Education Services for Overseas Students Act 2000 (ESOS) and Regulations 2001 (ESOS) Higher Education Standard Framework 2015
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	<ul style="list-style-type: none"> • National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018 (The National Code) • National Standards for Foundation Programs • Tertiary Education and Quality and Standards Agency Act 2011 (TEQSA)
Supporting Documents	<ul style="list-style-type: none"> • <i>Application for Deferral of Studies or Withdrawal from Unit/Course</i> • <i>Application for Refund of Fees</i>
Related Documents	<ul style="list-style-type: none"> • <i>Academic Progression and Intervention Policy</i> • <i>Cancelling Suspending Deferring Student Enrolment Policy and Procedure</i> • <i>Letter of Offer (LoO)</i> • <i>Non-Academic Grievances and Complaints Policy and Procedure</i>
Superseded Documents	<p>QMS 4.1.11 Domestic Student Fees including Refunds QMS 4.1.12 International Student Fees including Refunds</p>
File Location	SharePoint/Quality/Policy and Procedures
6. Definitions and Acronyms	
AIM referred to as the 'Institute'	The Australian Institute of Music Limited ABN: 89 003 261 112; PRV: 12050; CRICOS 00665C.
Census Date	When student registrar finalises student enrolment for the current period of study. the last date a domestic student can withdraw from a unit/s without incurring a financial liability
Compassionate or Compelling (Exceptional) Circumstances	<p>Are generally those beyond the control of the student and which have an impact upon the student's course progress or wellbeing and could include, but are not limited to:</p> <ul style="list-style-type: none"> • serious illness or injury, where a medical certificate states that the student is unable to attend classes • bereavement of close family members such as parents or grandparents (Where possible a death certificate should be provided) • major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the student's studies; or • a traumatic experience which could include: <ul style="list-style-type: none"> ○ involvement in, or witnessing of a serious accident; or ○ witnessing or being the victim of a serious crime, and this has impacted on the student (these cases should be supported by police or psychologists' reports) • where the registered provider was unable to offer a pre-requisite unit; or inability to begin studying on the Classes Start date due to delay in receiving a student visa
Continuing Student	All existing students who are either returning to campus (for example from a deferral) or continuing on campus from the previous Study Period.
Defer/Suspend Enrolment	Temporarily put studies on hold.
Domestic student	A student who is an Australian citizen, a New Zealand citizen, or a holder of an Australian permanent visa (holders of all categories of permanent resident visas including Humanitarian Visas).
Extenuating Circumstances	A situation outside the control /influence of a student that is deemed detrimental to a successful study period

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International student	A student who is not a domestic student, and who may hold a student visa and is protected by the ESOS legislative framework.
New Student	Any student studying in the first Study Period of their course
Provider Default	<ul style="list-style-type: none"> Where the registered provider fails to provide a course or ceases to provide a course
Student	Any person currently enrolled by the Institute, noting that grievances or complaints from former students must be made within 30 days of their leaving the Institute.
Start Date: New Students	The first day of 'orientation' as published on the Academic Calendar
Start Date: Returning/Continuing Students	The 'Classes Start' date as published on the Academic Calendar
Student Default (Withdrawals)	Where a student does not start a course or withdraws from a course

7. Revision History				
Version	Date Approved by Leadership Group	Date Approval Academic Board	Date Approved by Board of Directors	Sections modified
1.3	16/01/2018 (interim CEO approval)	N/A	15/03/2018	Updated Provider Default – Upfront Fees in line with new legislation
2.1	03/04/2018 (interim CEO approval)	N/A	20/06/2019	Updates include: <ul style="list-style-type: none"> Reference to Foundation Program Re-crediting Fee-Help balance Processes Responsibilities
2.2	30/04/2019			Updates include <ul style="list-style-type: none"> Time period for Special Circumstances Reference to AAT