



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.

Tuition Fee Refund Policy

- If AIE cancels a course in which a student has enrolled and paid fees, a full refund of fees will be approved within two (2) weeks of provider default.
- A refund of fees will be granted where a student has paid fees and withdraws and lodges an Application for Refund:
 1. 28 days prior to commencement of the course. In this case a full refund will be given (less AU\$950 administration fee).
 2. Less than 28 days to the commencement of the course, a refund of 70% of fees received, less the AU\$950 administration fee, will be given.
- If at any time an intending student lodges an Application for Refund, and *provides evidence* that the request is due to the Australian authorities' refusal to provide a Student Visa, then a full refund will be given by AIE.
- No refund of fees will be granted where a student withdraws and lodges an Application for Refund on the day of commencement, or thereafter.
- The administration fee applies to course withdrawals but not to subject/module withdrawals.
- 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 a AU\$950 administration fee and re-imbursement of any fees paid by AIE to an agent) within the first two weeks only under exceptional circumstances and only where 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. The following should be taken as a guide to exceptional circumstances:
 1. Disability or serious illness as documented by a medical certificate.
 2. Significant change to a family situation, eg. Death of a spouse or child.
- In the case of an approved transfer to another Australian Institution, the unused portion of tuition fees (if any), less a AU\$950 administration fee, 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 bank cheque.
- Refunds actioned by a student default, and approved by AIE, will be paid within four (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.

OSHC Refund Policy

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