



DOMESTIC ONLINE LEARNING STUDENT REFUND POLICY

Purpose

To detail the rules associated with refunds and withdrawals for Domestic Students studying via online learning directly with AIB.

Scope

This policy applies to all AIB Domestic Students who are studying via online learning directly with AIB.

Definitions

Unless otherwise defined in this document, all capitalised terms are defined in the [glossary](#).

Details

1. Students who wish to withdraw on or before the Administrative Date

1.1 Students who wish to withdraw from one or more subjects on or before the Administrative Date, must, within this timeframe, lodge AIB's official withdrawal form to AIB's student relations department (whether in writing or verbally and confirmed in writing in the official withdrawal form) before the enrolment in the relevant subjects will be cancelled and withdrawn. The withdrawal form is available upon request from the student relations department.

1.2 Consequently, if a student is no longer enrolled in a subject, the student will:

- (a) not incur a FEE-HELP debt for that subject, in the case of FEE-HELP eligible students, or
- (b) have pre-paid tuition fees for that subject refunded to the nominated payee within four weeks of AIB's confirmation of withdrawal.

2. Students who wish to withdraw after the Administrative Date but on or before the Census Date

2.1 Students who wish to withdraw from one or more subjects after the Administrative Date but on or before the Census Date must, within this timeframe, lodge AIB's official withdrawal form to AIB's student relations department (whether in writing or verbally and confirmed in writing in the official withdrawal form), and pay (and AIB receive) the late withdrawal fees for each subject (and any incidental fees the student may have incurred) before the enrolment in the relevant subjects will be cancelled and withdrawn. The withdrawal form is available upon request from the student relations department.

2.2 Consequently, if a student is no longer enrolled in a subject, the student will:

- (a) not incur a FEE-HELP debt for that subject, in the case of FEE-HELP eligible students, or
- (b) have pre-paid tuition fees for that subject refunded to the nominated payee within four weeks of AIB's confirmation of withdrawal.

2.3 The late withdrawal fee for each subject in the MBA or BBA is AUD \$250.

2.4 Late withdrawal fees are charged principally as a disincentive and not in order to raise revenue or cover administrative costs, as per the Higher Education Provider Guidelines pursuant to the Higher Education Support Act 2003. The principal purpose is to dissuade students from late withdrawal hence disadvantaging other potential applicants who could have been offered the particular place in the course.

3. Students who wish to withdraw after the Census Date

3.1 Students who wish to withdraw from one or more subjects after the relevant Census Date must, within this timeframe, lodge AIB's official withdrawal form to AIB's student relations department (whether in writing or verbally and confirmed in writing in the official withdrawal form) to withdraw from the relevant subjects. The withdrawal form is available upon request from the student relations department.

3.2 Students who have nominated to pay using FEE-HELP will incur the FEE-HELP debt for enrolled subjects. Students who have pre-paid tuition fees will not be eligible for a refund.

3.3 If a student does not provide AIB with the official withdrawal form (whether in writing or verbally and confirmed in writing in the official withdrawal form), their tuition liability (FEE- HELP debt) will remain.

3.4 An application can be made to refund the tuition fees or re-credit FEE-HELP debt if the student believes the withdrawal was due to Special Circumstances – refer to Student Review Procedures for Re-crediting a FEE-HELP Balance and Refund of Fees Procedure.

3.5 No refund or re-credit of FEE-HELP debt will be granted to a student whose enrolment is terminated after the Census Date for failure to comply with AIB's policies including, but not necessarily limited to, withdrawal without notice, unacceptable conduct and unsatisfactory progress.

Related Forms:

Nil

Related Policies:

Student Review Procedures for Re-crediting a FEE-HELP Balance and Refund of Fees

Responsibility:

Student Relations Manager

Current Status:	Version 3
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