



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 Census Date

- 1.1 Students who wish to withdraw from one or more subjects on or before the Census Date must, within this timeframe, confirm their withdrawal from the subject to the student central department (in writing or verbally which is subsequently confirmed in writing) before the enrolment in the relevant subjects will be cancelled and withdrawn.
- 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 Census Date

- 2.1 Students who wish to withdraw from one or more subjects after the relevant Census Date must confirm their withdrawal from the subject to the student central department (in writing or verbally which is subsequently confirmed in writing) in order to withdraw from the relevant subjects.
- 2.2 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.

- 2.3 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.
- 2.4 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
Withdrawal and Deferral Policy

Responsibility:

Head of Student Engagement

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