



STUDENT REFUND PROCEDURE

Governing Policy

Student Refund Policy

Purpose

To detail the rules associated with refunds and withdrawals for students studying with AIB in any mode.

Definitions

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

Procedure

1. Domestic Online Learning Students

1.1. Students who wish to withdraw on or before the Census Date

1.1.1. 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 AIB (in writing, or verbally which is subsequently confirmed in writing) before the enrolment in the relevant subjects will be cancelled and withdrawn.

1.1.2. Consequently, as the 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.

1.2. Students who wish to withdraw after the Census Date

1.2.1. Students who wish to withdraw from one or more subjects after the relevant Census Date must confirm their withdrawal from the subject to AIB (in writing, or verbally which is subsequently confirmed in writing) in order to withdraw from the relevant subjects.

1.2.2. 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.

1.2.3. 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.

1.2.4. 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.

1.2.5. Students who wish to withdraw from a subject for medical/compassionate reasons, should refer to Withdrawal and Deferral Policy.

2. International Online Learning Student

2.1. Students on payment plans

2.1.1. Students who wish to withdraw from the course

a) Students who wish to withdraw from the course on or before their first subject Census Date must, within this timeframe, confirm their withdrawal from the course to AIB (in writing, or verbally which must subsequently be confirmed in writing) before the enrolment in the relevant subjects will be cancelled and withdrawn. Consequently, as the student is no longer enrolled in the course, the payment plan will be cancelled without any financial penalty to the student.

b) Students who wish to withdraw from the course after their first subject census date but on or before any subsequent subject Census Dates must, within this timeframe, confirm their withdrawal from the course to AIB (in writing, or verbally which must subsequently be confirmed in writing) before the enrolment in the relevant subjects of the course will be withdrawn. The student will:

- i. receive a refund, equal to the excess of course fees received over course fees for subjects incurred provided the student has undertaken at least three (3) subjects or;
- ii. receive a refund, equal to the excess of course fees received over course fees for 3 (three) subjects if student has undertaken less than three (3) subjects.

2.1.2. Students who wish to withdraw from the subject

a) Students who wish to withdraw from the subject on or before their subject Census Date must, within this timeframe, confirm their withdrawal from the subject to AIB (in writing or verbally which must subsequently be confirmed in writing) in order to withdraw from the subject. The student will:

- i. not receive a refund and the payment plan will remain unchanged; but
- ii. have their course fees for the relevant subject put into fees in credit.

b) Students who wish to withdraw from the subject after their subject Census Date must confirm their withdrawal from the subject to AIB (in writing, or verbally which is subsequently confirmed in writing) in order to withdraw from the subject. The student will:

- i. not receive a refund and the payment plan will remain unchanged; and
 - ii. forfeit their course fees for that subject.
- c) Students who wish to withdraw from a subject on medical/compassionate grounds should refer to Withdrawal and Deferral Policy.

2.2. Students who have paid their course fees upfront.

2.2.1. Students who wish to withdraw from the course

- a) Students who wish to withdraw from the course on or before their first subject Census Date must, within this timeframe, confirm their withdrawal from the course to AIB (in writing, or verbally which must subsequently be confirmed in writing). Consequently, as the student is no longer enrolled in the course, the student will have pre-paid course fees refunded within four (4) weeks of AIB's confirmation of withdrawal.
- b) There are no refunds for students who wish to withdraw from the course after their first subject Census Date.

2.2.2. Students who wish to withdraw from the subject

- a) Students who wish to withdraw from the subject on or before their subject Census Date must, within this timeframe, confirm their withdrawal from the subject to AIB (in writing or verbally which is subsequently confirmed in writing) in order to withdraw from the subject. The student will:
 - i. not receive a refund; but
 - ii. have their course fees for relevant subject put into fees in credit.
- b) Students who wish to withdraw from the subject after their subject Census Date must confirm their withdrawal from the subject to AIB (in writing or verbally which is subsequently confirmed in writing) in order to withdraw from the subject. The student will:
 - i. not receive a refund; and
 - ii. forfeit their course fees for that subject.
- c) Students who wish to withdraw from a subject on medical/compassionate grounds should refer to Withdrawal and Deferral Policy.

2.3. Students who have paid their course fees one stage (four subjects) at a time.

2.3.1. Students who wish to withdraw from the course

- a) Students who wish to withdraw from the course on or before their subject Census Date must, within this timeframe, confirm their withdrawal from the subject to AIB (in writing or verbally which is subsequently confirmed in writing) before the enrolment in the relevant subjects will be cancelled and withdrawn. Consequently, if the student is no longer enrolled in the course, the student will be refunded an amount equal to the excess of course fees received over course fees for subjects incurred.

2.3.2. Students who wish to withdraw from the subject

- a) Students who wish to withdraw from the subject on or before their subject census date, within this timeframe, confirm their withdrawal from the subject to AIB (in writing or verbally which is subsequently confirmed in writing) in order to withdraw from the subject. The student will
 - i. receive a refund.
- b) Students who wish to withdraw from the subject after their subject Census Date must, confirm their withdrawal from the subject to AIB (in writing or verbally which must subsequently be confirmed in writing) in order to withdraw from the subject. The student will:
 - i. not receive a refund;
 - ii. forfeit their course fees for that subject.
- c) Students who wish to withdraw from a subject on medical/compassionate grounds should refer to Withdrawal and Deferral Policy.

3. Teaching Centre Students

Any fees paid to Teaching Centres are subject to individual Teaching Centre's refund policy. Below procedure is set out for payments made directly to AIB.

3.1. Students who wish to withdraw from a subject on or before the subject start date.

- 3.1.1. Students who wish to withdraw from a subject on or before the subject start date must, within this timeframe, submit a withdrawal request through the OES on AIB website and pay the relevant withdrawal fees by that time. Upon approval, the student will:
 - a) not receive a refund; but
 - b) have their AIB course fees for the relevant subjects put into fees in credit.

3.2. Students who wish to withdraw from a subject between start date and final assessment due date (inclusive):

- 3.2.1. Students who wish to withdraw from a subject between start date and final assessment due date (inclusive) must, within this timeframe, submit a withdrawal request through the OES on AIB website (no fees are payable for this request). Upon approval, the student will:
 - a) not receive a refund; but
 - b) forfeit their course fees for that subject.

3.3. Students who wish to withdraw from a subject on medical or compassionate grounds:

- 3.3.1. Students who wish to withdraw from a subject on medical and compassionate grounds should refer to the Withdrawal and Deferral Policy.

Related Forms:

Student Refund Request Form

Related Policies and Procedures:

Student Refund Policy

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

Withdrawal and Deferral Policy

Responsibility:

Chief Operating Officer

Current Status	Version 1
Approved By	Board of Directors
Date of Approval	27 March 2019
Effective From:	27 March 2019
Previous Version	7 February 2018 (Domestic Online Learning Policy, v.4)
Date of Next Review	27 March 2022