



STUDENT REFUND POLICY

Purpose

This policy outlines the principles for refunds and withdrawals for students studying with AIB. The associated Student Refund Procedure details operationalising this Policy.

Scope

This policy applies to all students who are studying via online learning directly with AIB or through Teaching Centres.

The delivery of AIB qualifications at Offshore Teaching Centres will cease on 31 October 2019.

Definitions

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

Policy

1. Principles:

- (a) The application of student refunds will be based on fair and equitable processes.
- (b) The student refund procedure will adhere to any applicable regulations, including but not limited to the Higher Education Support Act 2003 (HESA Act) and Higher Education Standards Framework 2015 (Threshold Standards).
- (c) AIB does not wish students to incur any liability to pay for subjects or courses into which they have not deliberately and/or actively enrolled.
- (d) However, once a student has enrolled into a subject deliberately and/or actively and proceeded beyond the date on which refunds will be provided automatically if a student withdraws, AIB will not offer refunds other than in exceptional circumstances. The onus is on a student seeking a refund beyond that date to establish that the exceptional circumstances exist that give rise to a refund being the fair and equitable option.
- (e) In order to ascertain that students have deliberately and/or actively enrolled into a subject and/or course, AIB will provide students with appropriate information concerning their financial obligations and refund entitlements and rights during the application process.
- (f) Any member of the executive team has authority and discretion to approve any refund in exceptional circumstances.

Related Policies and Procedures:

Student Refund Procedure

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

Withdrawal and Deferral Policy

Responsibility:

Chief Operating Officer

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Approved By:	Board of Directors
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