

STUDENT REFUND POLICY

Purpose

This policy outlines the principles for refunds and withdrawals for students studying with AIB. The associated [Student Refund Procedure](#) and [Special Circumstances Applications Procedure](#) detail operationalising this policy.

Scope

This policy applies to all students who are studying accredited AIB Courses.

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 and FEE-HELP balance re-crediting procedures will adhere to any applicable regulations, including but not limited to the *Higher Education Support Act 2003 (HESA Act)* and *Higher Education Standards Framework 2021 (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) In order to ascertain that students have deliberately and/or actively enrolled into a Subject and/or Course, AIB will provide students with appropriate written information concerning their financial obligations and refund entitlements and rights during the application process and prior to acceptance of any offer to enable informed decision-making by applicants.
- (e) However, once a student has enrolled into a Subject and proceeded beyond the "Census Date" of the Subject, 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 exceptional circumstances exist that give rise to a refund being the fair and equitable option.
- (f) The CEO, Academic Dean & Finance Director have authority and discretion to approve any refund in exceptional circumstances.

Related Policies and Procedures:

Academic Integrity Policy and Procedure
Admissions Policy and Procedure
Higher Degrees by Research Policy and Procedure
Marketing and Community Relations Policy
Statement of Tuition Assurance
Student Code of Conduct Policy and Procedure
Student Complaints, Grievances and Appeals Policy and Procedure
Student Refund Procedure
Special Circumstances Applications Procedure
Withdrawal and Deferral Policy and Procedure

Legislative References:

Higher Education Administration Information for Providers (Australian Government Guidelines)
Higher Education Provider Guidelines 2022
Higher Education Support Act 2003 (HESA Act)
Higher Education Standards Framework 2021 (Threshold Standards)

Responsibility:

Finance Director

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