

STUDENT REFUND PROCEDURE

Governing Policy

[Student Refund Policy](#)

Purpose

To detail the rules associated with refunds for students studying accredited courses with AIB.

Definitions

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

Procedure

1. Domestic Students

1.1. Students who wish to withdraw from the Subject and/or the Course on or before the Census Date

- (a) Students who wish to withdraw from one or more Subjects on or before the Census Date of the Subject(s) must, within this timeframe, confirm their withdrawal to AIB (in writing, or verbally which is subsequently confirmed in writing) before the enrolment in the relevant Subjects will be cancelled and withdrawn.
- (b) Consequently, as the student is no longer enrolled in a Subject, the student will:
 - (i) not incur a FEE-HELP debt for that Subject, in the case of FEE-HELP eligible students or
 - (ii) 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 from the Subject and/or the Course after the Census Date

- (a) Students who wish to withdraw from one or more Subjects after the relevant Census Date must confirm their withdrawal from the Subject(s) to AIB (in writing, or verbally which is subsequently confirmed in writing) in order to withdraw from the relevant Subjects.
- (b) 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.
- (c) 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.
- (d) 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 Special Circumstances Applications Procedure.

- (e) Students who wish to withdraw from a Subject for medical/compassionate reasons, should refer to Withdrawal and Deferral Policy and Procedure.

2. International Students

2.1. Students on payment plans

(a) Students who wish to withdraw from the Course

- (i) 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.
- (ii) 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. Having proceeded beyond the Subject Census Date, the student will not receive a refund for that subject, but will receive a refund as follows:
 - A. Attempted at least three (3) Subjects: receive a refund, equal to the excess of course fees received over course fees for Subjects incurred. For example, if the student paid for seven (7) subjects and has undertaken five (5) subjects, they will receive a refund for two (2) subjects. Or
 - B. Attempted less than three (3) Subjects: Student will receive a refund, equal to the excess of course fees received over course fees for 3 (three) Subjects. For example, if the student paid for seven (7) subjects, and has undertaken only two (2) subjects, they will receive a refund for four (4) subjects as AIB will withhold three (3) subjects worth fees.

(b) Students who wish to withdraw from the Subject

- (i) 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:
 - A. not receive a refund and the payment plan will remain unchanged but
 - B. have their course fees for the relevant subjects put into fees in credit.
- (ii) 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:
 - A. not receive a refund and the payment plan will remain unchanged and
 - B. forfeit their course fees for that Subject.

- (iii) Students who wish to withdraw from a Subject on medical/compassionate grounds should refer to Withdrawal and Deferral Policy and Procedure.

2.2. Students who have paid their course fees upfront.

- (a) **Students who wish to withdraw from the Course**
 - (i) 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.
 - (ii) There are no refunds for students who wish to withdraw from the Course after their first Subject Census Date.
- (b) **Students who wish to withdraw from the Subject**
 - (i) 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:
 - A. not receive a refund; but
 - B. have their course fees for relevant Subject put into fees in credit.
 - (ii) 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:
 - A. not receive a refund; and
 - B. forfeit their course fees for that Subject.
 - (iii) Students who wish to withdraw from a Subject on medical/compassionate grounds should refer to Withdrawal and Deferral Policy and Procedure.

2.3. Students who have paid their course fees one stage (more than one Subject) at a time or one Subject at a time.

- (a) **Students who wish to withdraw from the Course**
 - (i) 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.
- (b) **Students who wish to withdraw from the Subject**
 - (i) 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
 - A. receive a refund, or

- B. fees to be put in credit to be applied towards next enrolment as per student's discretion
- (ii) 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:
 - A. not receive a refund
 - B. forfeit their course fees for that Subject.
- (iii) Students who wish to withdraw from a Subject on medical/compassionate grounds should refer to Withdrawal and Deferral Policy and Procedure.

2.4. Students who change country of residence during the course of their study:

Students who change country of residence during a course of study, when that change of location may impact the course fees payable, will not be entitled to a refund of any course fees already paid.

2.5. Students withdrawn by AIB from a course of study:

Students may be withdrawn from a course of study by AIB as per the Withdrawal and Deferral Policy and Procedure. In this situation, a student will be entitled to a refund for Subjects paid but not commenced.

3. Processing Refunds

3.1. Where a refund is determined as per clauses 1.1(a), 2.1(a)(ii)A, 2.3(a)(i), 2.3(b)(i)A above, AIB will ensure the following:

- (a) If the initial course fee was received by a credit card, AIB will process the refund in the same credit card. If the same credit card was cancelled or inactive, AIB will process the refund in the student's bank account after confirming those details with the student by calling them on the contact number that AIB has in the Student Records.
- (b) If the course fee was received by the direct debit from a bank account, AIB will process the refund in the same bank account which was debited by AIB to receive fees.
- (c) If the course fee was received by a bank transfer, AIB will process the refund in the student's bank account after confirming those details with the student by calling them on the contact number that AIB has in the Student Records.
- (d) If AIB cannot contact the student on the contact number that AIB has in the Student Records, AIB will take all reasonable efforts to ensure that the refund is processed to the actual student by confirming the authenticity of the student and the request.

Related Forms:

Student Refund Request Form

Responsibility:

Finance Director

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