



MASTERCLASS REFUND AND WITHDRAWAL PROCEDURE

Governing Policy

[Masterclass Refund and Withdrawal Policy](#)

Purpose

This procedure details the process and rules associated with refunds and withdrawals for students studying a Masterclass Course with AIB.

Definitions

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

Masterclass Course is a non-award short Course offered by AIB.

Procedure

1. Withdrawal from a Masterclass Course

1.1 Students must confirm withdrawal from a Masterclass Course in writing to masterclass@aib.edu.au (where confirmation of withdrawal is received through a verbal discussion with AIB Staff, AIB will confirm subsequently in writing with the student). Students who confirm:

(a) 2 weeks before the start date for that Masterclass Course:

- (i) will receive a full refund of fees paid for that Masterclass Course within four weeks of AIB's confirmation of withdrawal;
- (ii) will be withdrawn from that Masterclass Course with their enrolment cancelled;
- (iii) will need to re-enrol in the Masterclass Course.

(b) After 2 weeks before the start date for that Masterclass Course:

- (i) will forfeit fees paid for that Masterclass Course, and
- (ii) will be withdrawn from that Masterclass Course with their enrolment cancelled;
- (iii) will need to re-enrol in the Masterclass Course.

1.2 Students who wish to withdraw from a Masterclass Course for medical/compassionate reasons will need to submit appropriate evidence to masterclass@aib.edu.au prior to the end date of the Masterclass Course for AIB to review. No fees are payable for this review.

- (a) If the request is approved:

- (i) they will be allowed one re-enrolment in the same Masterclass Course at no cost on medical or compassionate grounds, and
 - (ii) will need to complete the Masterclass Course for which a medical/compassionate request was approved within 12 months of the start date of the original Course, and
 - (iii) if they do not undertake as scheduled, or within the timeframe in section 1.3(a)(ii) above, any subsequent re-enrolment in the Masterclass Course will be at their own cost.
- (b) If the request is declined, students can:
- (i) continue with the Masterclass Course, or
 - (ii) request to withdraw from the Masterclass Course as per section 1.1 above.
- 1.3 AIB will provide a full refund where the Masterclass Course is cancelled by AIB (which may be due to low enrolments or unforeseen circumstances).
- 1.4 Refunds will be processed back to the student in the same manner in which the Masterclass Course fee was paid.
- 1.5 A student may request for a refund after 2 weeks before the start date on the basis of exceptional circumstances. However, the onus is on a student to establish that the exceptional circumstances exist that give rise to a refund being the fair and equitable option.

2. Deferral

2.1 Deferral of Masterclass Course

AIB does not provide a formal deferral of the Masterclass Course. Students who are unable to attend Masterclass as scheduled, are required to follow to the withdrawal process as outlined in section 1 above.

Responsibility:

Chief Operating Officer

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