

1. Purpose

- 1.1 This policy outlines the terms and conditions under which Aviation Australia (AA) may provide students with a refund of Tuition Fees in circumstances where it's not possible for them to continue with their studies.

2. Scope

- 2.1 AA will provide a refund of Tuition Fees when:
- A student withdraws from a qualification, unit/s of competency, or course, in the circumstances outlined below; and
 - AA cancels a qualification, unit/s of competency, or course and a suitable alternative cannot be found for the student.
- 2.2 This policy may be varied where a contract agreement exists to show otherwise.

3. Revision Details

- 3.1 This section outlines any adjustments made to the document during the most recent revision.

Section Reference #	Rationale for Change
All	Reviewed and approved to be uploaded to website

- 3.2 This section outlines the review frequency of the document.

Planned Revision	Biennially
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4. Regulatory References

- 4.1 Standards for Registered Training Organisations (RTOs) 2015
- 4.2 Education Services for Overseas Students Act 2000 (ESOS Act)
- 4.3 National Code of Practice for Provider of Education and Training to Overseas Students 2018
- 4.4 VET Student Loans Rules 2016

5. Related Documentation

- 5.1 [AA FI POL 01a Request for Refund](#)
- 5.2 [AA TA PRO 04 Change of Course Enrolment](#)

6. Glossary of Terms

- 6.1 **Refund Administration Fee** refers to the prescribed fees to contribute to the reimbursement of costs Aviation Australia incurs in processing student refund applications. In cases where the Refund Administration Fee is higher than the Tuition Fees charged to the student, the Refund Administration Fee will be adjusted to match the Tuition Fees charged, and the student will not receive a refund.

7. Responsibilities

- 7.1 The Document Owner holds the delegated authority for the proper content and execution of the protocols within the document.
- 7.2 The Responsible Delegate ensures the proper implementation and adherence to the protocols within the document.

Document Owner:	Chief Executive Officer
Responsible Delegate(s):	Financial Controller / Manager Financial Accounting

- 7.3 Key Stakeholder Positions may contain multiple responsibilities for various parts of the document however the overall responsibility must remain with the document owner.

Key Stakeholder Positions – Mandatory Consultation Required
N/A

8. Procedure

8.1 Rules for Domestic Students

- 8.1.1 A refund of Tuition Fees may be provided in the following circumstances:

Number	Circumstance	Refund Amount
1	Withdrawal from a course or qualification, or unit/s of competency more than two weeks prior to the start of study date (or on or before the Census date for VET Student Loans eligible students).	Full Tuition Fee refund. A Refund Administration Fee of \$250 will be applied to process your refund application (except for FEE-HELP and VET Student Loans eligible students).
2	Withdrawal from a course, qualification, or unit/s of competency within two weeks of start date of study date (or on or before the Census date for VET Student Loans eligible students).	80% of Tuition Fee less a Domestic Course Withdrawal Refund Administration Fee of \$250 will be applied to process your refund application. (except for FEE-HELP and VET Student Loans eligible students).
3	Withdrawal from Recognition of Prior Learning applications prior to a review of their application commencing review	Full refund of RPL fee paid less a RPL Refund Administration Fee of \$250. No refunds will be payable once an assessor has commenced reviewing the application.

Number	After commencement	No refund
4	Aviation Australia cancels a course, qualification, or unit of competency.	Full Tuition Fee refund. A Refund Administration Fee will not be applied.

8.2 Rules for International Students

8.2.1 A refund of Tuition Fees may be provided in the following circumstances:

Number	Circumstance	Refund Amount
1	Visa Rejection (before course commencement date).	Full Tuition Fee refund. A Visa Rejection Administration Fee of \$500 or 5% of Tuition Fee will be applied, whichever is lower, as required by the Education Services for Overseas Students (Calculation of Refund) Specification 2014 (Cth)
2	Visa Rejection (after course commencement date).	Pro-rated Tuition Fee refund. (A Refund Administration Fee will not be applied to the student refund, as required by the Education Services for Overseas Students (Calculation of Refund) Specification 2014 (Cth).
3	Withdrawal prior to acceptance of offer.	Full Tuition Fee refund. An international Refund Administration Fee of \$500 will be applied.
4	Withdrawal from course prior to course commencement date.	Full Tuition Fee refund, less Course Deposit as specified in Letter of Offer.
5	Letter of offer rescinded by Aviation Australia due to a student's failure to provide the documents required for course commencement.	Full Tuition Fee refund. A Letter of Offer Rescinded Refund Administration Fee of \$500 will be applied
6	Student withdrawal after course commencement date.	No refund for current or previous Tuition Periods (as outlined in letter of offer). Full Tuition Fee refund for future Tuition Periods. A Withdrawal after Course Commencement Date Refund Administration Fee of \$500 will be applied.

8.3 Exceptions

8.3.1 The following exceptions apply for domestic and international student refunds:

- Students who have their enrolment cancelled by Aviation Australia as a result of academic or behavioural misconduct under the Aviation Australia Policies and Procedures are not eligible for a refund of Tuition Fees for any training that has commenced (or after the Census date for VET Student Loans eligible students).
- For students approved to withdraw from a qualification, unit/s of competency, or course prior to the start of study date/course commencement date (or on or before the Census date for VET Student Loans eligible students) to re-enrol in another qualification, unit/s of competency, or course within Aviation Australia:
 - For students originally enrolled in non- VET Student Loans funded programs, the student refund amount will be credited to the fees owing for the later enrolment or refunded if enrolling in a VET Student Loans funded program. A Refund Administration Fee will not be applied; and
 - For students originally enrolled in VET Student Loans funded programs, a student refund will be provided. A Refund Administration Fee will not be applied.
- For students receiving an approved deferral from Aviation Australia, the deferred fees will be held by Aviation Australia for the agreed period of the deferral.
- For students who have an outstanding debt with Aviation Australia, approved refunds will be applied to the debt prior to any remaining balance being paid to the student.
- For domestic students who are enrolled in unit/s of competency or courses in which they have applied for a credit transfer, students will receive a full refund if the credit transfer application is successful, and they have applied for the credit transfer prior to the start of study date/course commencement date (or on or before the Census date for VET Student Loans eligible students). A Refund Administration Fee will not be applied.
- For international students, students who are enrolled in and have paid fees for a course in which they have applied for a credit transfer, they will receive a full refund for the relevant unit/s of the course if the credit transfer application is successful, regardless of the timing of the credit transfer application. A Refund Administration Fee will not be applied.
- In the event of a student's death whilst they are undertaking a qualification, unit/s of competency, or course, Aviation Australia will provide a refund to the estate of the deceased. A Refund Administration Fee will not be applied.

8.3.2 Specific refund conditions for apprentices funded under government funded programs or students enrolled in the Queensland Government funded pre-vocational Certificate IV Aeroskills course.

- Students who are enrolled under the above programs and have unit/s of competency cancelled by the employer will receive a full refund for those units. A Refund Administration Fee will not be applied.
- Students who are enrolled under the above programs and withdraw prior to the start of study date will receive a full refund. (Including the initial deposit) A Refund Administration Fee will not be applied.
- Students who are enrolled under the above programs and withdraw after the start of study date for that unit will receive a pro-rated refund. A Refund Administration Fee will apply.

8.3.3 Specific Refund Conditions for VET FEE HELP students

- If a student pays his/her fees upfront for a unit and the student withdraws from that unit on or before the census date, Aviation Australia will refund the tuition fees to the student.
- A student may apply in writing with supporting evidence for a re-credit of their VET FEE HELP balance if the student withdraws from the VET unit of study after the census date. A decision to re-credit the VET FEE HELP balance will take into account the following circumstances:
 - The application must be made within 12 months of the student withdrawing from the VET unit of study, or if the student has not withdrawn, within 12 months of the end of the period in which the unit was to be undertaken
 - The 12 month period may be extended in circumstances where it is not possible for the student to apply for a re-credit
 - The student has not completed the requirements of the VET unit of study and Aviation Australia is satisfied that special circumstances apply to the particular student requesting a re-credit.
 - The special circumstances would be deemed to be beyond the student's control, did not make a full impact until on or after the census date for the unit of study in question, or it would be impracticable for the student to complete the requirements for the unit in the period during which the person undertook, or was to undertake, the unit.
 - Each application will be determined on its merits and Aviation Australia will consider the student's claims along with any supporting evidence to substantiate the claim.
- If Aviation Australia decides not to re-credit the student's VET FEE HELP balance, the student may appeal the decision in accordance with Aviation Australia's Complaints and Appeals policy.

Note: the appeal must be made within 28 days of receipt of the original decision.

- Details of the appeal must include:
 - The date of the original decision.
 - The reasons for appealing.
 - Any additional relevant evidence.
- The appeal will go to the Quality Assurance Manager or delegate who was not involved in the original decision making process.
- Upon receipt of the appeal to not re-credit the student's VET FEE HELP balance, acknowledgement will be provided in writing. This acknowledgement will indicate to the student that if there has been no response within 45 days, it is taken to imply that the original decision still stands. If this occurs, the student may apply to the Administrative Appeals Tribunal for a review of the original decision or a decision that has been appealed.
- The Administrative Appeals Tribunal is open from 8:30am – 5:00pm and can be contacted on 1300 366 700. The approximate cost to lodge an appeal with the AAT is \$1,082. In certain circumstances, this fee can be reduced to \$100. Further information can be found out www.aat.gov.au/.

8.4 Other Refund Conditions

8.4.1 In exceptional cases of special circumstances outside of these rules, Aviation Australia may consider a student refund application supported by independent supporting documentation. In cases of special circumstances, Aviation Australia will determine the refund amount. A Refund Administration Fee will apply.

8.4.2 When considering whether special circumstances should be recognised and applied to student refund applications, Aviation Australia must be satisfied that the circumstances:

- Are beyond the student's control;
- Did not make full impact until on or after the unit/course commencement date; and
- Made it impracticable for the student to complete the requirements of the unit or course in the period during which the person undertook, or was to undertake, the unit or course.

8.4.3 Examples of special circumstances include:

- Medical circumstances (illness or injury), supported by a doctor's statement;
- Family/personal circumstances, supported by the manager of the relevant training delivery team.
- Employment related circumstances (domestic students only), supported by a statement from your employer.

8.5 Student Refund Applications Procedure

Student Refund Application

8.5.1 If you are withdrawing from a unit or course, or making any changes to your enrolment, you may be eligible for a refund. To apply for a refund please complete:

- Where a student is eligible for and requesting a refund due to withdrawal from a course, the student must first have notified the relevant training business unit in accordance with AA TA PRO 04 Change of Course Enrolment.
- Requests for refund must be submitted by the student using AA FI POL 01a Request for Refund.

Please be aware if you choose to withdraw from a unit or course after your start of study, you may still need to pay a fee.

8.5.2 All student refund applications must be made within:

- 12 months of the completion of study for domestic students); and
- 6 months of the close of study date for the tuition period that the refund applies (for International students).

8.5.3 A student may also elect to transfer their enrolment to an alternate course conducted by Aviation Australia. No more than two course transfers will be allowed before a refund is processed in accordance with the terms of this policy.

8.6 Student Refund Decisions

8.6.1 Aviation Australia will consider and process all requests for refund to the student's nominated bank account within 20 business days (or process and pay the refund within 28 calendar days for international students), (or 14 days in cases of Aviation Australia default). of receiving all the information required to support the Request.

8.6.2 If the student is not eligible for a student refund, Aviation Australia will notify them in writing of the decision.

8.6.3 If the student does receive a student refund, Aviation Australia will provide them with the refund to your nominated bank account.

8.7 Dispute Resolution Procedures

8.7.1 If the student is dissatisfied with the outcome of their student refund request Aviation Australia will provide them with the option of requesting an internal review. Their internal review request must be made within 20 business days.

8.7.2 Aviation Australia will provide written notice of the appeal decision within 20 business days of the internal review request being received.

8.7.3 If a student remains dissatisfied with the outcome, they may make an external appeal (refer AA QA PRO 06 Customer Improvement, Complaint and Appeal).

9. Records

9.1 All records of refund will be maintained on the students' file and within the finance department.

10. Flowchart

10.1 N/A.