

REQUEST FOR FEE REFUND FORM

(NB: please return this form to Administrative service when complete)

Student Name:			
ID Number:		Date of Birth:	
Course:			
Intake:		Group:	

I wish to request a refund of the following amount paid to the institute on the date shown:

Amount: _____ Date: _____

Receipt: _____ Number: _____

The Reason form my request is as follows:

Bank Details for Refund

Account Name: _____ Account No: _____

Bank Name: _____ BSB: _____

Branch Address: _____ Country: _____

International Transfer Only

SWIFT Code: _____ Branch Number: _____

Student Signature: Date:

The amount of related fee received: _____

Deduction from the requested refund: _____

Net Refund Given: _____

For Offices Use Only:

Whether Student provides supportive document: <input type="checkbox"/> Yes <input type="checkbox"/> No		
<input type="checkbox"/> Approved	<input type="checkbox"/> Disapproved	Net Refund Amount Approved:
AIFE Reason:		
_____	_____	_____
(Accounts Officer)	(Quality Assurance Officer)	(ACEO)
Date:	Date:	Date:

Policy and Procedure for Refund

1.0 Purpose

Austech Institute for Further Education (AIFE) in accordance with the Education Services for Overseas Students (ESOS) Act 2000 and the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students (the National Code 2007) must have in place a Refund Policy and Procedure which is to be provided to students studying in Australia on a student visa, before formalisation of their enrolment.

Except as provided by law, a refund of Tuition fees will only be granted in accordance with this Refund Policy.

Each Student acknowledges and agrees to the terms and conditions of the Refund Policy & Procedures on signing the International Student Acceptance Form (Agreement).

The terms and conditions set out in this Refund Policy & Procedures apply equally to commencing and continuing Students unless otherwise specified.

AIFE reserves the right to amend these terms and conditions at any time to ensure compliance with applicable State and Federal laws.

AIFE is obliged to inform the Department of Immigration and Citizenship (DIAC) of any change of status where a Student who holds a student visa completes his or her course early, transfers to another provider, is excluded on academic grounds, fails to meet his or her visa conditions, defers or suspends his or her study or otherwise changes the expected duration of his or her study.

AIFE may in its absolute discretion, refund to the Student some or all Tuition fees where it determines that there are extenuating or compassionate circumstances.

This policy, the Agreement and the availability of complaints and appeals processes, do not remove the right of Students to take action under Australia's consumer protection laws.

2.0 Roles and Responsibilities

- **Enrolment Officer / Student Services Officer:**
 - Collects Request for Fee Refund Form
 - Submits to Accounts Officer.
- **Accounts Officer:**
 - Will base decision as per Refund Policy and Procedure;
 - Calculate refund payable;
 - Provide first authorization signature;

- Place the refund transaction online.

- **Compliance & Quality Assurance Officer:**
 - Will provide formal response to the student regarding the outcome of their request;
 - Provide authorization signature.
- **ACEO:**
 - Meeting with the student, if student has applied for the appeal to review the decision of refund.
 - Provide final authorization signature;
 - Approve the refund transaction online.

3.0 Policy

3.1 Refund Table and Notes

Category Required	Time application received by institute	Amount of refund for formal courses	Documentary evidence
Visa Refusal Application Refusal	At any time	All payments. Less \$230 Administrative charges. Less \$100 Application Fee.	Original letter of rejection from the Australian authority. Based upon AIFE Discretion.
Withdrawal Transfer Enrolment Cancellation	B1. More than 28 days prior to Commencement of Course	All payments. Less \$230 Administrative charges. Less \$100 Application Fee. Less Agent Commission paid.	Proof of Course withdrawal. Offer Letter from other Institute. Original air ticket. Letter from student.
	B1. Less than 28 days prior to Commencement of Course	50% refund. Less \$230 Administrative charges. Less \$100 Application Fee. Less Agent Commission paid.	Proof of Course withdrawal. Offer Letter from other Institute. Original air ticket. Letter from student.
	B2. After the course has commenced	No refund	None
Rejection of Visa Renewal	After course has commenced	No refund	None
Visa Cancellation for Breach of Visa Condition	At any time	No refund	None
Refund if the Provider Defaults	At any time	Full refund	If transferring to another institute, the refund will be sent to the new institution.
Appeal for Application Outcome	If the refund application outcome is not satisfied, student can access AIFE Complaints and Appeals Policy and Procedure. The appeal will be reviewed by ACEO and special consideration can be made upon ACEO decision.		

- i. Refund will be paid in Australian Dollars directly into a nominated overseas bank account or sent by Cheque to your overseas address.
- ii. Where appropriate, refund will be paid directly to your sponsor.
- iii. The refund will be paid within the 4 weeks after receiving a written claim from the student or within 2 weeks of the Institute being unable to meet contract obligations with the student.

- iv. In the unlikely event of default by Austech Institute for Further Education Pty Ltd trading as Austech Institute for Further Education, such situations are covered by the provisions of the ESOS Act 2000 and ESOS Regulations 2001.
- v. AIFE dispute resolution process does not circumscribe the student's right to pursue other legal remedies. This agreement, and the availability of complaints and appeals processes, does not remove the right of the student to take action under Australia's consumer protection laws.
- vi. Please contact Administration Department at Level 3, 168 Liverpool Road Ashfield 2131 Sydney NSW Australia if you change your address or contact details.
- vii. Students should be aware that their personal and contact details; enrolment details; any suspected breach of student visa conditions may be made available to Commonwealth and State Government bodies, designated authorities, the Tuition Assurance Scheme and the ESOS Assurance Fund Manager, as per the Australian Government's ESOS Act 2000 and National Code of Conduct 2007.
- viii. This policy and the availability of complaints and appeals processes does not remove the right of the student to take action under Australia's consumer protection laws.

4.0 AIFE Tuition Fee Installment Plan Explained

AIFE recognises that students may experience difficulty paying full course tuition fees upfront and upon course start date as stated on eCoE. To provide some measure of support to students, AIFE offers the course tuition fee to be paid in instalments.

4.1 The following instalment plan applies to each course, based on the eCoE course start date:

Certificate III in Hospitality (Asian Cookery) - 2 equal instalments

- 1st tuition instalment (\$7,250) plus application fee, material fee, applicable OSHC fee
 - due prior course start date as stated on eCoE;
- 2nd tuition instalment (\$7,250)
 - due six months from the start date as stated on eCoE.

Diploma of Hospitality Management - 3 instalments

- 1st tuition instalment (\$6,000) plus application fee, material fee, applicable OSHC fee
 - due prior course start date as stated on eCoE;
- 2nd tuition instalment (\$6,000)
 - due six months from the start date as stated on eCoE.
- 3rd tuition instalment (\$6,000)
 - due twelve months from the start date as stated on eCoE.

Advanced Diploma of Hospitality Management - 4 instalments

- 1st tuition instalment (\$6,000) plus application fee, material fee, applicable OSHC fee
 - due prior course start date as stated on eCoE;
- 2nd tuition instalment (\$5,000)
 - due six months from the start date as stated on eCoE.
- 3rd tuition instalment (\$5,000)
 - due twelve months from the start date as stated on eCoE.
- 4th instalment (\$5,000)
 - due eighteen months from the start date as stated on eCoE.

Note: these instalment figures are based on current course tuition fees.

4.2 Students who do not pay the fees by the instalment due date are considered at student default, and subsequently may have their enrolment cancelled, be forfeited and will not be eligible to refund their tuition instalment for that six month period or any previous period.

4.3 Students who fail to pay can be reported to the Department of Immigration and Citizenship (DIAC) that they are no longer an enrolled student at AIFE.

4.4 Students discontinuing their course of study at AIFE after any instalments are due is liable to pay that instalment and any other overdue amount.

5.0 Procedure

5.1 Students / Agents:

- All requests for refund must be in the form of a completed Request for Fee Refund Form.
- The refund is processed based on the date Request for Fee Refund is received by AIFE Administrative staff.
- By the time the refund application is passed to finance department, the entire relevant supporting document should be attached.

5.2 Accounts Department:

- Verify whether we have received payment.
- According to the refund policy, make refund calculation based upon which category and date of received Request for Fee Refund.
- Sign as accounts authority of approval.
- Submit to ACEO for approval.
- Once approved by ACEO, put the refund payment online.
- Provide student/Agent with Refund Receipt of Transaction by email.
- Adjust agent commission invoices according.
- Maintain log in MYOB.
- Maintain log on Sharepoint.

5.3 Compliance Officer

- Issue a formal letter on AIFE letterhead within reasonable timeframe, providing reason for approval, amount to be refunded or reason for non approval.
- The letter is to be reviewed and signed by the Quality Assurance Officer.
- Send letter by email and also through registered post - if contact details are provided.