

PROCEDURE: S13.0 - P13.0

COURSE FEE REFUND

1.0 INTRODUCTION

1.1 Related Policy

1. Course Fee Refund
2. Deferral, Extension, Transfer and Withdrawal

1.2 Purpose

This procedure outlines how AIM ensures it manages student/client requests for course fee refunds fairly, efficiently, and effectively.

1.3 Scope

This procedure applies to all prospective and current students enrolled in AIM's nationally recognised Training Products including where a student accesses government funding or traineeships.

This procedure applies to all AIM staff and third-party staff involved with administering and assessing course fee refund requests.

1.4 Scope Exceptions

The procedure only applies to nationally recognised Training Products, not to unaccredited training.

2.0 RESPONSIBILITIES

1. Students are responsible for following and complying with this procedure and its policy.
2. The Executive Director AIM is responsible for ensuring that AIM:
 - a. meets the Standards for Registered Training Organisations (RTOs) and its obligation to support and inform students which includes oversight of student requests for a refund of course fees.
 - b. complies with all relevant Commonwealth, State and Territory legislation and regulatory requirements relevant to its operations including (but not limited to) Privacy, Consumer Affairs and Fair Trading and the VET Student Loan Act 2016 and VET Student Loan Rules 2016.

3. The Head of Academic Delivery VET is responsible for ensuring the management of student requests for a refund of their course fee in a fair, appropriate, and timely manner.
4. AIM staff are responsible for complying with the requirements of this procedure as it applies.

3.0 PROCEDURE

3.1 Refunds

1. If students consider they are eligible for a refund of their course fee, they need to advise the Student Support Team as early as possible and practicable to confirm they meet the Course Fee Refund conditions and to obtain Withdrawal (if not already completed) and Course Fee Refund application forms.
2. The Student Support team will provide the Withdrawal (if not already completed) and Course Fee Refund application forms ensuring that students' requests are recorded and actioned promptly.
3. Students must complete the Course Fee Refund form and attach a Course Withdrawal form if they have not already done so and email it to Student Support at studentsupport@aim.com.au
4. The Student Support team will assess the application and determine if students withdrew within or after the five (5) business day provisional period.
5. Student Support will process the refund if students withdrew within the five (5) business day provisional period.
6. Student Support will inform students they are not eligible for a refund if students withdrew after the five (5) business day provisional period, and advise of other study options such as a course transfer if eligible.
7. If students advise of special circumstances that led to their request for a withdrawal from study and subsequently a refund, Student Support will advise students of the Special Consideration process.
8. The Student Support team will calculate the refund amount based on the lower of the following:
 - (a) Pro-rata time refund, or
 - (b) Pro-rata progress refund.
9. Student Support may deduct a non-refundable \$500 administration fee from the refund amount if the student withdrew after the five (5) business day provisional period and is eligible for a refund under Special Consideration.

3.2 Special Consideration

1. In the case of refunds based on Special Consideration, Student Support will assess the special circumstances of that student to determine if the student is eligible for a refund.
2. Students must send their request for Special Consideration within thirty (30) calendar days of withdrawing from their course for it to be assessed.

3.3 Appeals

1. Students who seek to appeal AIM's assessment outcome of their course fee refund application must do so within thirty (30) calendar days of receiving their written outcome from AIM.
2. The appeal will be handled in accordance with the process and timelines of the [Complaints and Appeals Policy](#).

4.0 DEFINITIONS

- **Cancellation** - refers to cases where AIM cancels a student enrolment as the student has not met the terms and conditions of their enrolment. This may include:
 - there is non-payment of fees; or
 - serious academic, general misconduct or breach of the AIM Student Code of Conduct; or
 - the student fails to submit required documentation to AIM or submits falsified documentation; or
 - the student does not complete the course by the Course End Date and does not apply for a course extension; or
 - the student does not meet course progress requirements; or
 - state funding or traineeship requirements are not met; or
 - expiry of the Commitment ID (CID) date for students subsidised under the NSW Smart and Skilled program.
 - VSL students do not progress through the course as per the AIM policy on student progression and do not meet their [student obligations](#) under VET Student Loans.
- **Course** - a program of study that may consist of a nationally recognised qualification, accredited course, skill set or unit of competency.
- **Course Start date** is the date on which all the following conditions have been met:
 - The student has accepted AIM's terms and conditions via DocuSign,
 - The student has received their login details to the Learning Portal (myAIM),

- The student has access to the Learning Portal and can review the first module.
- **Course End Date** - The course End Date is calculated based on a student's enrolment date and the nominated course duration at the time of the student's enrolment.
- **Course Extension** - A Course Extension provides students with an extended period to complete their course past the Course End Date. A course extension involves a cost that is not refundable.
- **Course Deferral** - In some circumstances, a student may wish to defer their course enrolment or place their course on hold due to unforeseen events that do not allow continued study. No cost is involved.
- **Course Transfer** - refers to an internal transfer to another accredited course that is currently offered by AIM and that is accepting new student enrolments. There may be a cost involved.
- **Provisional Enrolment Period** - refers to the five (5) business day (cooling off) period from the enrolment start date to allow students to review the course and confirm it meets their needs. Refunds are not payable after the Provisional Enrolment Period.
- **Refund** - refers to the cancellation of the full or partial fee of a course or units of study that a student has already paid. The refund and the amount of the refund will depend on student eligibility.
- **Remission** - is the cancellation of student debt or obligation related to a VET Student Loan debt or subsidised training such as a Smart and Skilled.
- **Special Consideration** - When assessing requests for a course fee refund, AIM will review the circumstances which the student alleges were not the fault of the student, impacted on them, and made it impracticable for them to complete the course.
- **Withdrawal** - refers to a student withdrawing from their course for various reasons and completing the Withdrawal form. Formally withdrawing enables a student to reapply to study in the future if desired. A withdrawal does not guarantee a refund.

5.0 REFERENCES AND ASSOCIATED INFORMATION

- Complaints and Appeals Policy and Procedure
- Student Code of Conduct
- [VET Student Loans Act 2016](#)
- VET Student Loans Tuition Fee and Refunds Policy
- VET Student Loans Withdrawal and Re-Credit Procedure

- [VET Student Loans Progression Form Fact Sheet](#)
- [VET Student Loans Information Booklet](#)
- Deferral, Extension, Transfer and Withdrawal Policy and Procedure

6.0 POLICY/PROCEDURE OWNERSHIP

Policy Owner	Executive Director AIM
Status	New procedure
Approval Authority	CEO
Date of Approval	2 September 2024
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Implementation Owner	Head of Academic Delivery VET
Maintenance Owner	VET Compliance and Operations
Review Due	1 August 2026
Content Enquiries	Yelena Almeida yelena.almeida@aim.com.au

7.0 AMENDMENTS

Version	Amendment Approval (Date)	Amendment Made By (Position)	Amendment Details
S13.0-P13.0	2 September 2024	VET Compliance and Operations	New procedure