



**AITI REFUND POLICY**

1. Applied course Application Fee is non-refundable.
2. Australian Institute of Translation & Interpretation P/L (AITI) agrees to refund, within 28 days, all fees (less A\$250.00 administration fee), where the student's application for enrolment is refused by AITI.
3. All tuition fees paid, less a A\$250 administration fee, will be refunded within 28 days if the Institute receives a written notice of withdrawal at least 10 weeks before the commencement of the course.
4. 70% of the tuition fees paid, less a A\$250 administration fee, will be refunded within 28 days if the Institute receives a written notice of withdrawal more than six weeks and up to ten weeks before the commencement of the course.
5. 50% of the tuition fees paid, less a A\$250 administration fee, will be refunded within 28 days if the Institute receives a written notice of withdrawal more than four weeks and up to six weeks before the commencement of the course.
6. If the written notice of withdrawal is received less than 28 days prior to the commencement of the course, a 25% refund within 28 days will apply, less a A\$250 administration fee.
7. Where the student decides to withdraw from the course after the course has commenced, any existing fees paid by the student will not be refunded.
8. No reduction in tuition fees for students who arrive after course commencement will be considered.
9. Where AITI cancels the course or where the course does not commence on the agreed starting date, then the student will be entitled to a refund of the total amount paid by the student including the application fee.
10. Where AITI cancels a student's enrolment due to the student's misconduct after course commencement, any existing fees paid by the student will not be refunded.
11. Where AITI does not provide the course to the student in full, the student will be entitled to a partial refund of any unused tuition fees.
12. Where AITI has cancelled the course, or has not commenced the course on the agreed starting date, or the course is not provided to the student in full, the refund will be paid within two weeks of the cancellation, or the agreed starting date, whichever is applicable. In all other cases, the refunds payable will be paid within 28 days after notification of withdrawal.
13. Notification of cancellation/withdrawal from unit(s), withdrawal or deferral from a course of study, and any associated refund requests must be made in writing to AITI using the stipulated forms.
14. EFTPOS and/or credit card payment surcharge and any transaction fees are not refundable.
15. AITI may choose at its own discretion to pay a refund even if not required to do so in special or extenuating circumstances.
16. Any student wishing to apply for a refund must complete a Refund Application Form and submit the form to the Student Administration Department. In the case of approval being granted, the payment of any refunds due will be processed within 28 working days from the submission date of written notification.
17. \*AITI agrees to refund, within 28 days (less A\$250.00 administration fee), all fees paid where the student produces evidence that the application made by the student for a visa was rejected by the Australian Department of Immigration. Unused tuition fees, less A\$250 administration fee, will be refunded within 28 days if the application for student visa is rejected after the commencement of the course. In these instances, proof of refusal must be provided.
18. \*Tuition fees will not be refunded if a student visa is cancelled or refused by the relevant authority due to the non-compliance on the part of the student with the rules and regulations set by the Australian Government.

**Maintaining Records of Refunds**

Where a student application for refund is submitted, all records of the refund application and associated actions are to be maintained in the student file. This includes receipts identifying refunds have been paid and any correspondence relating to the refund application.

Any information that the client provides AITI or that AITI collects about the client (including payments and refunds) can be given to authorised State and Commonwealth Agencies such as the Tuition Protection Service.

**Appealing Refund decisions**

All students have the right to appeal a refund decision made by AITI by accessing the complaints and appeals policy and procedure. Students wishing to submit an appeal of the refund decision should refer to the Complaints and Appeals Policy and Procedure.

In the event of any disagreement between the parties, the dispute resolution process of the Institute does not circumscribe the student's rights to pursue other legal remedies. **This policy, and the availability of complaints and appeals processes, does not remove the right of the student to take further action under Australia's consumer protection laws.**

Note:\* Points 17&18 relate to international students only.

Document	AITI Refund Policy / (Intranet/Website/Student Information Handbook)			Version no	1.2	Page	1 of 1
AITI	Issue date	02/2015	Review date	02/2016	Regulations	SRTO 5.3 ESOS 3.2	
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