

Fees, Charges and Refunds Policy

FEES

- Currency is in Australian Dollars (AUD).
- Fees Structure & Disclosure: all tuition fees, non-tuition fees and other fees are disclosed on Price Lists, Enrolment Forms and Letter Of Offer (LOO).
- Flexible Payment in paying Tuition Fees upfront.
 - Students and their guarantors do not need to pay more than 50% in advance; however, they can pay more if they wish.
 - If the course duration is 25 weeks or less, the above condition will not apply.
- Cooling-Off Period:
 - Students will be provided with a 3-day cooling-off period from the date of submission of the signed LOO provided the period is more than 7 days before the Course Start Date.
 - If a student enrolls into a program at AIHT 7 days or less before the Course Start Date, the cooling-off period will not apply.
 - If a student enrolls as a “Late Enrolment” into a program at AIHT after the Course Start Date, the cooling-off period will not apply.
- CoE will be issued after AIHT received
 - the completed, signed & dated LOO, and
 - fully paid initial payment (amount as stated on the LOO and Tax Invoice), and all additional required document(s).
- Bank Fees and Surcharges: the student will need to pay for any bank fees and surcharges.
- Tax Invoice will detail the course name, amount, any relevant tax portions, and the due dates.

Overpayment: if a student pays a greater amount of their tuition fees than invoiced, then AIHT will credit the excess into the next instalment. If it is an overpayment of the total tuition fee, the excess amount will be refunded.

- **Recognition of Prior Learning:** refer to Appendix - Incidental Fees & Charges.
- **Airport Pickup and/or Organise Accommodation:** students will organise these services with their agents. If they do not have one, AIHT can recommend a third party.
- **Fees Protection:** the unspent tuition fee is protected under The Tuition Protection Service (TPS). AIHT has designated account(s) to hold tuition fee payments from international students who have not yet commenced their course.
- **Tuition Fees Due Date:** students and their guarantors must pay the tuition fee, by the due date; and provide a receipt as proof of payment that the student is confirmed as enrolled in the next study period (for continuing students) or before CoE(s) is issued (for new students).
- **Unpaid Fees** may result in students being excluded from participating in their program or not receiving testamurs or academic transcripts until the outstanding fees are paid. Where fees remain unpaid, AIHT is required to follow the process of cancelling a student's enrolment due to non-financial.
- **Late Payment Fees** on outstanding fees applies after the due date. Please refer to Appendix - Incidental Fees & Charges.

REFUND ENTITLEMENT

- Refunds:
 - will not be provided in any unexpected interruption in services through events such as staff strikes, natural disasters, pandemics, critical incidents and other similar events which are outside of AIHT's control and cause cancellation of classes. AIHT will arrange alternative classes for the students to ensure course completion.
 - will only be proceeded on the paid amount.

- will be deducted if outstanding debts are owed by the student to AIHT.
 - will be refunded to the student's account; or as stated on the Cancellation / Refund Application Form.
- Refund requests must be made in writing and the signature needs to match that on the passport.
 - Refund entitlements will be calculated under the ESOS Act and related regulations, legislative instruments, and standards.

PROVIDER DEFAULT

AIHT arranges

1. for the student to be offered a place in an alternative course at AIHT's expense, if the student accepts the offer in writing,

OR

2. AIHT issues a refund of the amount worked out under the legislative instrument of any unspent pre-paid fees received by AIHT in respect of the student. Refund amount = Weekly Tuition Fee x Weeks in default period

STUDENT DEFAULT - VISA REFUSAL

Timeframe	Entitlement
BEFORE Course Start Date	100% of the paid course fee, minus 5% of the paid course fee, but not more than \$500.
AFTER Course Start Date	The refund will be calculated as follows: Refund amount = Weekly tuition fee × Weeks in default period

STUDENT DEFAULT

- Voluntarily withdraws from the course, OR
- AIHT refuses to provide, or continue providing the course

Timeframe Entitlement (less Processing Fees)

BEFORE Course Start Date	Paid Current Study Period	Paid Subsequent Study Period (If any)
61 days or more	100%	100%
30 days to 60 days	70%	70%
16 days to 29 days	50%	50%
15 days or less	25%	25%

ON or AFTER Course Start Date	Paid Current Study Period	Paid Subsequent Study Period (If any)
61 days or more - BEFORE the Subsequent Study Period commences	0%	100%
30 days to 60 days BEFORE the Subsequent Study Period commences	0%	70%
16 days to 29 days - BEFORE the Subsequent Study Period commences	0%	50%
15 days or less - BEFORE the Subsequent Study Period commences	0%	25%

AIHT provides education services in good conscience, with the provision to exercise discretion in compassionate or compelling circumstances which are outside of an individual's control.

Referring to student default; ESOS Act 2000, Section 47A (1) (c), the registered provider of the course refuses to provide, or continue providing, the course to the student at the location.

REFUND PROCEDURE

Step 1

Complete the Cancellation / Refund Application Form. This form can be retrieved from the AIHT website, under Forms and Policies

Submit completed form with supporting documents (if any)

Step 2

The refunds will be reviewed, processed and finalised within 28 days from receipt of the completed form. All correspondence via email is acceptable.

DEFERMENT ENTITLEMENT

Approved Deferments

<u>Timeframs</u>	
Before the Current Study Period commences	100% of paid tuition fees will be held for up to 12 months
After the Current Study Period commences	any unspent tuition fees will be held for up to 12 months

Once the 12 months after deferment lapses, the fee will be forfeited. A student is required to re-apply.

COURSE CHANGE ENTITLEMENT

Approved Course Change

<u>Timeframs</u>	
Before the Current Study Period commences	100% of paid tuition fees will be transferred to the new course(s).
After the Current Study Period commences	Any unspent tuition fees will be transferred to the new course(s).

A course change request is subject to availability. If the fee for the new course is greater than the original course, students must pay the difference before the new CoE(s) are issued. Any promotions and scholarships cannot be transferred to the new course(s).

Incidental Fees & Charges

AIHT currently applies the following fees and charges in addition to tuition fees and it must be read in conjunction with the Student's LOO and Student Handbook. All items are non – refundable.

REASSESSMENTS

Theory	Unit		
Practical	\$250		
Work Placement	\$400		
	REPEAT	Unit	
Theory	\$500		
Practical	\$600		
Theory/Practical (due to Academic Misconduct)	\$1,000		
Study Period	Unsatisfactory Academic performance		\$3,100

REISSUE DOCUMENTS

Attendance Letter	Copy		
Interim Academic Records	\$20		
Completion Letter	\$20		
Certificate and Record of Result	\$50		
Statement of Attainment	\$100		
CoE due to change of Course Start Date and/or Duration	\$50		
GAP TRAINING	Unit	\$750	
ASSESSMENT FEE	Unit		\$500
	-Recognition of Prior Learning		
	-Recognition of Current Competency		

WORK PLACEMENT VISIT	Inside the Sydney Metropolitan Area	Visit	No extra charge
	Outside the Sydney Metropolitan Area	Per quote	
POSTAGE & HANDLING	Picked up at Reception	Free	
Registered Post		Per quote	
PRINTING / COPYING	Printing or Copying - Black and White	Per Page (double-sided = 2 pages)	\$0.20
	Printing or Copying - Colour Per Page	\$0.50	
CHANGE OF TIMETABLE	When the request is approved	\$100	
PROCESSING FEES	Withdraw or Cancellation	\$400	
Enrolment		\$250	
OTHERS	Card Surcharge	Visa/Mastercard on campus	1.2%
Late Fee on Outstanding Fees		10%	