



## REFUND POLICY

Throughout this document, Australia Institute of Business & Technology and Australia Institute of Business Technology International will be referred to as AIBT.

Application for a refund must be made in writing, accompanied by relevant supporting documentation and clearly stating the reason for the cancellation.

Please note that handling, registration and administration fees already paid by the student to AIBT are strictly non-refundable.

Students will receive a full refund of tuition fees paid, if the course qualification is cancelled before the student commencing.

Please be aware that all refunds will be in **Australian dollars (AUD) only** and will be subject to the currency exchange rate at the time of the refund.

For newly commencing students who require a visa, the decision for granting a refund will be based on the visa grant status and the notice period given, as outlined below:

### Where visa application is refused by Government authorities:

- the refund will be 100% of the total tuition fee deposit paid, less any non-refundable components mentioned above.

### Where visa has NOT yet been granted to student, but is in progress:

- and the student wishes to withdraw from AIBT and the refund request is received more than fourteen (14) days before the course class commencement date, stated on the Confirmation of Enrolment (CoE), the refund will be 80% of the total tuition fee deposit paid.
- if less than fourteen (14) days' notice is given for a refund, no refund is given.

### Where visa has been granted to student:

- and the refund request is received more than fourteen (14) days before the start date, as stated on the Confirmation of Enrolment (CoE), of the earliest course qualification in the course qualification package, which can consist of more than one (1) course qualification, the refund will be 20% of the total tuition fee deposit paid.
- if less than fourteen (14) days' notice is given for a refund, no refund is given.

### Where no visa required by student:

- the refund request must be received more than seven (7) days before the commencement date of the course, stated on the Letter of Offer. In which case the refund will be 80% of the total tuition fee deposit paid.
- if less than seven (7) days' notice is given for a refund, no refund is given.

If withdrawal is due to compassionate grounds or compelling reasons beyond the student's control, the refund request must include supporting documentation.

Such reasons are listed below:

- In the case of serious illness – verified by a medical certificate
- Family or personal tragedy
- Acts of God

- Acts of Government authorities, for example where the student is prevented from commencing studies in the agreed course of study.

In rare cases where a student's visa application is deemed to be connected to fraudulent activities (e.g. Non-genuine documentation supplied, PIC 4020) the student has two options:

- withdraw their enrolment, in which case, the refund will be 80% of the total tuition fee deposit paid less any non-refundable components mentioned above.
- wait for the Government authorities' final decision on the case, if a rejection decision has been given, due to fraud, no refund will be provided.

We will endeavour to finalise a refund within 4-6 weeks following approval of the refund request, and after any applicable third-party payments (e.g. OSHC) have been finalised.

If the student wishes to make a complaint or lodge an appeal against a refund decision they are to follow the Student Complaints and Appeals Policy and Procedure, which can be found at:

<https://aibtglobal.edu.au/wp-content/uploads/2018/04/AIBT-Complaints-and-Appeals-Policy.pdf>

NOTE 1: This refund policy, and the availability of complaints and appeals procedure, does not remove the right to take action under Australia's consumer protection laws. AIBT's dispute resolution processes do not circumscribe the student's rights to pursue other legal remedies.