

FEES AND REFUNDS PROCEDURE

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Parent Policy	Fees and Refunds Policy		
Policy Category	Operational		
Governing Authority			
Responsible Officer	Manager, Student and Academic Services		
Related Documents	Fees and Refunds Policy AIHE Schedule of Fees and Charges Student Grievances, Complaints and Appeals and Policy (and related Procedure) Student Handbook Enrolment, Progress and Graduation Policy Enrolment Procedure Letter of Offer and Acceptance of Offer Higher Education Standards Framework (2015) Education Services for Overseas Students (ESOS) Act 2000		

** Unless otherwise indicated, this procedure will still apply beyond the review date.*

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1. PURPOSE

1.1 The Fees and Refunds Procedure sets out the mandatory procedures for the implementation of the Fees and Refunds Policy at Adelaide Institute of Higher Education (AIHE).

2. SCOPE

2.1 The Fees and Refunds Procedure applies to applicants and currently enrolled domestic and international AIHE students, and staff involved in the provision of education and training products and services for students and clients.

3. DETERMINATION AND APPROVAL OF FEES AND CHARGES

3.1 Council will determine tuition fees and administrative charges for international and domestic students in accordance with relevant legislation on an annual basis and will approve the annual AIHE Schedule of Fees and Charges by 31 July in the year immediately preceding the year in which the fees and charges apply.

3.2 The annual AIHE Schedule of Fees and Charges will be published and made publicly available by 1 October in the year immediately preceding the year in which the fees and charges apply.

4. PAYMENT OF FEES AND CHARGES

4.1 Prior to the start of the academic year, students will receive an invoice detailing all their fees and charges for the following year. Students will receive an additional invoice each time they vary their enrolment or incur any additional charges.

4.2 Students will find payment options on their tax invoice and on the Paying your fees webpage. Students should allow at least three business days prior to the due date for an electronic payment to be transferred to the AIHE account.

5. REFUNDS

5.1 All requests for a refund must be submitted using the Refund Request Form to the Student Services Unit and must be accompanied by official documentary evidence of the grounds for the request.

5.2 Refund requests will be assessed in accordance with the provisions set out in the Fees and Refunds Policy.

5.3 All refunds are paid to the applicant in Australian Dollars through electronic transfer.

5.4 Refunds are paid to the person who originally paid the fees or a third party. A refund is only made to a third party (i.e. to a person or organisation other than student) in one of the following circumstances:

- a) At the student's request; or
- b) where the payment was made by a third party and AIHE is required by Australian law or by agreement to pay the refund to the original payer.

5.5 A refund notice will be sent to the applicant once the refund decision is made. All refunds will be paid within 28 days from the date of lodgement of the refund request by the student, or 14 days in the case of any default by AIHE.

6. COMPLAINTS AND APPEALS

6.1 Applicants may appeal student fee refund decisions by writing to the Student Services Unit within ten (10) days of receiving the tuition refund notice, if they believe that the decision has not considered all the facts or was unfairly made. Refer to the Student Grievances, Complaints and Appeals Policy.

7. DEFINITIONS

7.1 See the AIHE Glossary of Terms for definitions.

Document Control

Version #	Date	Key changes
1.0	23/02/2018	Procedure approved by General Manager
1.1	26/03/2019	Revision to provide for refunds being paid to person(s) other than the international student (new clause 5.4)