

1. Purpose

- 1.1 This Refund Policy which Aviation Australia will implement on request is established to provide a fair and equitable process for customers.

2. Scope

- 2.1 This policy covers all customers of Aviation Australia. The policy will be varied where a contract agreement exists to show otherwise.

3. Regulatory References

- 3.1 ESOS Act 2000.
3.2 Standards for Registered Training Organisations.
3.3 Higher Education Support Act 2003.
3.4 VET Guidelines 2013.

4. Related Documentation

- 4.1 AA FI POL 01a Request for Refund.
4.2 AA TA 06a Student Induction.

5. Glossary of Terms

- 5.1 In all instances of a refund where an administration charge is mentioned, the amount deducted will be AUD \$500.
5.2 **Nominated Review Officer** – The Chief Executive Officer or delegate is the nominated review officer in circumstances relating to refunds and re-credit of a student's VET FEE HELP balance

6. Responsibilities

- 6.1 The Chief Financial Officer is responsible for the proper application of this policy.

7. Procedure

- 7.1 All requests for refund must be submitted using AA FI POL 01a Request for Refund. The form is to be signed by the student requesting the refund, the relevant Training Manager, and the Financial Controller, before the refund can be processed.
- 7.2 **All students** studying at Aviation Australia are eligible to claim a refund under the following conditions:
- 7.2.1 A student cancels their enrolment due to their visa being denied for study in Australia. In this case the student's fees can be transferred to enrolment on an alternate course conducted by Aviation Australia, or a full refund less the administration fee can be processed.
- 7.2.2 A student cancels their enrolment due to a serious medical condition affecting them or a member of their immediate family. In this case the student's fees can be transferred to enrol them on an alternate course conducted by Aviation Australia, or a full refund less the administration fee will be processed.
- 7.2.3 A student cancels their enrolment due to bereavement. In this case the student's fees can be transferred to enrol them on an alternate course conducted by Aviation Australia, or a full refund less the administration fee will be processed.
- 7.2.4 Aviation Australia is unable to provide a course offered. In this case the student's fees can be transferred to enrol them on an alternate course conducted by Aviation Australia, or a full refund can be processed.

- 7.3 In addition to these general conditions, specific refund conditions apply dependant on the program the student is enrolled in.
- 7.3.1 Specific Refund Conditions for **Institutional Certificate IV** students:
- 7.3.2 A student cancels enrolment before delivery of the course has commenced. In this case the student's deposit and fees can be transferred to enrolment on an alternate course conducted by Aviation Australia, or a full refund can be processed.
- 7.3.3 A student withdraws from training before the scheduled completion of the course. In this case the student's fees can be transferred to enrolment on an alternate course conducted by Aviation Australia, or a pro rata refund can be processed. The calculation would be based on the course commencement date and the date of the notification of withdrawal of the student as per AA TA 06a.
- 7.3.4 The student is to notify the relevant Training Manager of their withdrawal from the course.
- 7.3.5 The withdrawal section of the induction form AA TA 06a and AA FI POL 01a Request for Refund is to be completed with all information and forwarded to the Finance department for processing.
- 7.3.6 Conditions of payment of refund for Certificate IV students:
- Refunds will be paid in AUD;
 - Refunds will be issued via Electronic Funds Transfer unless otherwise requested; and
 - Refunds will be processed within 4 weeks of receiving a written claim from the student.
- 7.4 Specific refund conditions for Domestic Engineering Apprentices / Trainees**
- 7.4.1 An apprentice or trainee cancels enrolment before delivery of the unit of competency has commenced. In this case a full refund fee can be processed.
- 7.4.2 An apprentice or trainee withdraws from a unit of competency that has already commenced delivery. In this case the apprentice or trainee is eligible to claim a pro rata refund. The refund would be calculated based on the module commencement date and the date of notification of withdrawal of the apprentice or trainee.
- 7.4.3 The student is to notify the Technical Training Manager of their withdrawal from the unit of competency.
- 7.4.4 If a refund is required, Team leader Training Administration is then to follow procedure using AA FI POL 01a so a refund can be processed.
- 7.4.5 Conditions of payment of refund for Domestic Engineering Apprentices/Trainees students:
- 7.4.6 Refunds will be paid in AUD;
- 7.4.7 Refunds will be issued via a cheque unless otherwise requested; and
- 7.4.8 Refunds will be processed within 7 days.
- 7.5 Specific refund conditions for International Engineering/English Language Students**
- 7.5.1 Aviation Australia withdraws an offer of enrolment which was based on incorrect and/or incomplete information provided by the applicant. The refund will be the total amount of tuition paid less an administration fee and the course deposit amount paid which is non-refundable in this case.
- 7.5.2 The applicant decides not to commence studies after accepting an offer of enrolment:
- Greater than 12 weeks prior to nominated course commencement date: Full refund of monies paid less an administration fee.
- Note:** *Assessment of eligibility will be based on date withdrawal request was received*

7.5.3 Less than 12 weeks prior to nominated course commencement date: The refund will be the total amount of tuition paid less an administration fee and the course deposit amount paid which is non-refundable in this case.

7.5.4 A student who has paid the full term fee, withdraws from the program after it has commenced, will not be eligible for a refund of any fees that are paid for the current term of training. If an advance payment for future terms has been paid, this will be refunded to the student.

7.6 Specific refund conditions for fee paying International Cabin Crew Students

7.6.1 Aviation Australia withdraws an offer of enrolment which was based on incorrect and/or incomplete information provided by the applicant. The refund will be the total amount of tuition paid less an administration fee and the course deposit amount paid which is non-refundable in this case.

7.6.2 The applicant decides not to commence studies after accepting an offer of enrolment.

- Greater than 12 weeks prior to nominated course commencement date: Full refund of monies paid less an administration fee.
- Less than 12 weeks prior to nominated course commencement date: Applicant is not eligible for a refund of any fees that are paid for the current course of training.

7.6.3 A student who has paid the course fees and withdraws from the program after it has commenced, will not be eligible for a refund of any fees that are paid for the current course of training.

7.7 Conditions for payment of refund for international fee paying students

7.7.1 Written advice will be forwarded to the student within 14 days of receipt of AA FI POL 01a Request for Refund. This advice will outline the amount of refund and how it was calculated in accordance with the above policy.

7.7.2 In all cases of student default resulting in a refund, payment will be made within 4 weeks of receiving a written claim from the student.

7.7.3 In all cases of provider default resulting in a refund, payment will be made within 14 days of the default day.

7.7.4 Refunds will be made payable to the student or the student's sponsor's nominated account, as necessary.

7.7.5 All refunds will be paid in the same currency in which they were collected, unless payment in that currency is impracticable.

7.7.6 Any bank charges incurred in the refund process will be deducted from the remittance.

7.8 Specific refund conditions for fee paying Domestic Engineering Student

7.8.1 A student cancels their enrolment earlier than fourteen (14) days before the commencement of their nominated course. In this case the student's fees can be transferred to enrolment on an alternate course conducted by Aviation Australia, or a refund less the course deposit.

7.8.2 A student cancels their enrolment within fourteen (14) days of commencement of their nominated course. In this case the student is not eligible for a refund.

7.9 Specific refund conditions for fee paying Domestic Cabin Crew Student

- 7.9.1 A student cancels their enrolment earlier than fourteen (14) days before the commencement of their nominated course. In this case the student's fees can be transferred to enrolment on an alternate course conducted by Aviation Australia, or a full refund less the administration fee and course deposit which would be non-refundable in this case.
- 7.9.2 A student cancels their enrolment within fourteen (14) days of commencement of their nominated course. In this case the student is not eligible for a refund of any course fees.
- 7.9.3 Conditions for payment of refunds for domestic fee paying students:
- Refunds will be paid in AUD
 - Refunds will be issued via Electronic Funds Transfer unless otherwise requested
 - Refunds will be processed within 7 days

7.10 Specific Refund Conditions for VET FEE HELP students

- 7.10.1 If a student pays his/her fees upfront for a unit and the student withdraws from that unit on or before the census date, Aviation Australia will refund the tuition fees to the student.
- 7.10.2 A student may apply in writing with supporting evidence for a re-credit of their VET FEE HELP balance if the student withdraws from the VET unit of study after the census date. A decision to re-credit the VET FEE HELP balance will take into account the following circumstances:
- The application must be made within 12 months of the student withdrawing from the VET unit of study, or if the student has not withdrawn, within 12 months of the end of the period in which the unit was to be undertaken
 - The 12 month period may be extended in circumstances where it is not possible for the student to apply for a re-credit
 - The student has not completed the requirements of the VET unit of study and Aviation Australia is satisfied that special circumstances apply to the particular student requesting a re-credit.
 - The special circumstances would be deemed to be beyond the student's control, did not make a full impact until on or after the census date for the unit of study in question, or it would be impracticable for the student to complete the requirements for the unit in the period during which the person undertook, or was to undertake, the unit.
 - Each application will be determined on its merits and Aviation Australia will consider the student's claims along with any supporting evidence to substantiate the claim.
- 7.10.3 If Aviation Australia decides not to re-credit the student's VET FEE HELP balance, the student may appeal the decision in accordance with Aviation Australia's Complaints and Appeals policy.

Note: the appeal must be made within 28 days of receipt of the original decision.

- 7.10.4 Details of the appeal must include:
- The date of the original decision.
 - The reasons for appealing.
 - Any additional relevant evidence.
- 7.10.5 The appeal will go to the Quality Assurance Manager or delegate who was not involved in the original decision making process.

- 7.10.6 Upon receipt of the appeal to not re-credit the student's VET FEE HELP balance, acknowledgement will be provided in writing. This acknowledgement will indicate to the student that if there has been no response within 45 days, it is taken to imply that the original decision still stands. If this occurs, the student may apply to the Administrative Appeals Tribunal for a review of the original decision or a decision that has been appealed.
- 7.10.7 The Administrative Appeals Tribunal is open from 8:30am – 5:00pm and can be contacted on 1300 366 700. Current fees with the AAT to lodge a review can range from no application fee up to \$816 depending on the student's individual circumstances. However, these costs are subject to change. More information on fees can be found at <http://www.aat.gov.au/FormsAndFees/Fees.htm>.

7.11 Dispute Resolution Procedure

- 7.11.1 If you disagree with the way Aviation Australia has calculated the refund, you may lodge an appeal. This must be in writing and addressed to:
Fee Refund Appeal
Aviation Australia
PO Box 1038
Eagle Farm
Qld 4009
- 7.11.2 This internal appeal procedure does not limit your right to seek other legal remedies outside of Aviation Australia. You have the right to take further action under Australia's consumer protection laws.

8. Records

- 8.1 All records of refund will be maintained on the students' file and within the finance department.

9. Flowchart

- 9.1 N/A.