

Name:	<b>Short Courses Withdrawals and Refunds Policy and Procedure</b>
Approved by:	Group Accreditation & Compliance Manager
Date Approved:	10.10.2019
Approved by:	General Manager - Technology & Design Division
Date Approved:	10.10.2019
Implementation Owner	Student Services Manager
Maintenance Owner	Group Accreditation & Compliance
Review Date	10.10.2020

Section 1 – Introduction.....	2
1) Context.....	2
2) Purpose .....	2
3) Scope.....	2
Section 2 – Policy .....	3
1) Principles.....	3
2) Withdrawals Policy – Short Courses .....	3
3) Course Extension, Deferral and Transfer Policy – Short Courses .....	3
4) Course Extension, Deferral and Transfer of Fees Policy – Short Courses.....	5
5) Refund Policy .....	5
6) Publication .....	6
Section 3 – Reference and Supporting Information .....	7
1) Definitions.....	7
2) Supporting documentation.....	7
Section 4 – Change History .....	8
1) Change History.....	8

## **Section 1 – Introduction**

### **1) Context**

The Academy of Information Technology (AIT) is committed to a fair and equitable approach in resolving complaints, grievances and appeals relating to any aspects of its services and operations.

### **2) Purpose**

The aim of this policy is to ensure that students and staff are informed of AIT's policies and processes relating to short course refunds and short course withdrawals for students paying on a fee for service (FFS) model.

### **3) Scope**

This policy applies to all students as well as all staff involved directly or indirectly with administering requests for short course withdrawals, refunds, course extensions and/or deferral requests.

This policy applies to AIT and all its subsidiary brands.

## Section 2 – Policy

### 1) Principles

This policy is guided by the principles of access, equity, fairness and timeliness.

AIT is committed to:

- i) Ensuring students who request to withdraw from a short course and/or receive refunds are not discriminated against or unfairly disadvantaged.
- ii) Considering short course withdrawal and refund requests in a consistent, transparent, objective and unbiased manner.
- iii) Making all details of the procedures publicly available.
- iv) Providing students with access to the policy pre-enrolment and advising them to read it prior to the commencement of a short course.
- v) Specifying reasonable timelines for responses and reimbursement of monies at each stage of the process and monitoring of these timelines.
- vi) Providing reasons and full explanation in writing for decisions and actions taken as part of the procedures.
- vii) Keeping appropriate records of withdrawal and refund requests, including brief written outcome, within student files and allow students access to their records.
- viii) Ensuring that such records are treated as confidential.
- ix) Reviewing this Policy and associated processes regularly.

### 2) Withdrawals Policy – Short Courses

- i) At any time following enrolment in a short course, and prior to the designated course end date, students may withdraw from a short course by providing notice in writing to the Student Services team.
- ii) Any student who withdraws from a short course may remain liable to pay the full short course tuition fees, or withdrawal fee subject to the Refund policy.
- iii) Students who withdraw from a short course prior to completion will be given recognition for any study satisfactorily completed up to the date of withdrawal, provided all fees due up until this date have been paid in full.
- iv) The enrolment is provisional for a maximum of ten (10) days from date of enrolment. This allows AIT time to verify admissions documentation and request any additional information. If after ten (10) days the student has not provided all required information and has not either paid the short course fee in full, or entered into a payment agreement, the enrolment will be cancelled.
- v) Where a student is able to provide evidence of special circumstances impacting upon their continuing enrolment, these will be considered as part of a student's withdrawal request.
- vi) Special circumstances must be applied for in writing and are subject to approval by AIT's Student Services Manager, or delegate.
- vii) Any 'non-refundable down payment' or 'non-refundable deposit' paid by a student prior to or at the time of enrolment is not refundable under any circumstances.
- viii) Any learning resources used or part used is non-refundable.

### 3) Course Extension, Deferral and Transfer Policy – Short Courses

- i) Course extensions are **not** permitted for students enrolled in on campus short courses at any time.

- ii) Where students require an extension to any assessment due date (as specified on the Assessment Outline), and beyond either the assessment due date/course/term/subject, to submit or present their assessment/s or coursework, the student will be required to pay a late assessment fee of \$100 per assessment.
- iii) The Late Assessment fees must be paid upfront and work submitted within two (2) weeks of the original Assessment due date. The late assessment fee is non-refundable.
- iv) All assessments need to be uploaded onto the student learning system (Canvas) on or before the due date to avoid being charged a Late Assessment fee.
- v) Any student who does not meet the short course or subject assessment deadline or submits work outside the subject or course assessment deadline will not receive feedback or assessment of their work unless the Late Assessment fee has been paid in full.
- vi) Students who submit assessments late and within two (2) weeks of the original due date having completing the short course will be given recognition for any units satisfactorily completed, provided all fees due up until this date, have been paid in full.
- vii) At any time, following enrolment in an online short course, and prior to the designated online short course end date, students may request a course deferral by providing notice in writing to the Student Services team at [designhub@AIT.edu.au](mailto:designhub@AIT.edu.au)
- viii) Deferrals are not guaranteed; are at the discretion of **AIT** and subject to approval by **AIT's** Student Services Manager, or delegate.
- ix) Students may defer their online studies for a maximum of three (3) months due to unforeseen events which may prevent continuity of study. Such requests for deferral must be submitted to **AIT's** Student Services team in writing and are subject to approval.
- x) Deferral fees may apply.
- xi) Any further deferral requests beyond three (3) months, will be based upon a request for special consideration and approval of **AIT**.
- xii) A student requesting special consideration will not be permitted to defer their online course for greater than a total of 6 months.
- xiii) Deferrals are not guaranteed; are at the discretion of **AIT** and subject to approval by **AIT** Student Services Manager, or delegate.
- xiv) Any student who defers, needs to have a recommencement date at the time of request for deferment. Recommencement of studies needs to be in line with the next **AIT** short course timetable offerings.
- xv) During a deferment period, it is the responsibility of the student to make contact with **AIT's** Student Services team, minimum two (2) weeks prior to term starting, to confirm their recommencement of studies as per the date agreed at time of deferment request.
- xvi) If a student fails to recommence studies following a deferment and in line with the student's recommencement date, the student will be responsible for any loss of fees in line with the Refund policy and may be cancelled from the course.
- xvii) While a deferral allows for a pause in study, all financial obligations continue in accordance with the original payment plan entered into by the student.
- xviii) In the event of an increase in short course fees, students who defer will be required to pay the difference upon recommencing studies.
- xix) As short courses are continually upgraded, some short course content may alter throughout the course and upon re commencement. In the event of a change in short course structure/content, every effort will be made to assist in the recommencement of

- studies. It is advisable to contact **AIT** as soon as you are ready to return to study and within the deferral approved date, such that all necessary arrangements can be made.
- xx) Transfer between classes, courses or study modes for short courses is **not** permissible.

#### **4) Course Extension, Deferral and Transfer of Fees Policy – Short Courses**

- i) A fee of \$100 per month (four (4) weeks) applies for approved deferrals or online extensions. A maximum of three (3) months per online short course.
- ii) Payment must be made upfront and at time of deferral/online extension approval.
- iii) Deferral and online extension fees are non-refundable.
- iv) A student may be considered to receive a waiving of maximum duration if they meet 'Special Consideration' requirements. The student must apply in writing for special consideration and is subject to approval by **AIT**.
- v) **AIT** reserves the right to apply an administration fee of \$50 to accommodate any request for student extensions, deferrals and transfers in addition to any other applicable fees or penalties.
- vi) Fees are subject to change without notice.

#### **5) Refund Policy**

All requests for refunds must be made in writing to the AIT Student Services team.

- i) Refunds payable for withdrawals prior to expiration of the provisional enrolment period.
- ii) If a student withdraws from a short course on or before the last day of the provisional enrolment period (i.e. on or before the tenth (10th) day from enrolment), the student will be entitled to a refund of the fees paid to date, less any non-refundable down payment/deposit and any used or part used learning resources cost paid at the time of enrolment.
- iii) If the student withdraws from the short course after the provisional enrolment period has passed there is no refund payable to any down payments, deposits, learning resources and course fees.
- iv) If a student wishes to withdrawal from any AIT workshop or short course:
  - (1) Prior to workshop or course commencement the AIT's terms and conditions apply as listed on the AIT website at AIT.edu.au or as per the terms and conditions shown on the event technology platform at time of enrolment and booking.
  - (2) Any student who cancels or withdraws from a workshop or short course may remain liable to pay the full workshop/course fees, or withdrawal fee subject to the Terms and Conditions listed on the AIT website (AIT.edu.au) or the event technology platform when enrolling.
  - (3) On the day or after course commencement the workshop or course is non-refundable.

A student may be considered to receive a refund if they meet special consideration requirements. The student must apply in writing for special consideration.

- i) Course learning resources: where a student has passed the provisional enrolment period and elects to withdraw from the course the following will apply:
  - (1) Any unused course inclusive learning resources (such as starter kits) that have been paid in full will be refunded to the student following the return of the unused resources to AIT.

Refunds payable where a student withdraws from a short course following a serious act of misconduct.

- i) Any refund of any short course fees or learning resources paid is at AIT’s discretion.

**Special Consideration**

- i) Students applying for special consideration must submit a written request for special consideration to AIT’s Student Services team, including all relevant supporting documentation.
- ii) Deferrals and online extension fees apply as per the Short Course Extension, Deferral and Transfer Fees policy.
- iii) In the event special consideration is granted against a non-refundable short course or short course component, AIT may approve a refund or part refund less a withdrawal fee of \$500.
- iv) AIT reserves the right to apply an administration fee of \$50 in addition to the withdrawal fees.
- v) The information and supporting documentation provided should demonstrate that the circumstances are continuing and serious and will materially affect the student’s ability to continue with the short course.
- vi) Guidelines on supporting documentation required will depend on a number of factors including the period of time hardship assistance is required for and the type of arrangement that may be offered.
- vii) Typically, the information and documentations that are required include, but are not limited to the following:

<b>Reason</b>	<b>Evidence Required</b>
Medical Condition	Medical Certificate Counsellor/ Psychologists Evaluation Insurance Claims
Centrelink Payment Reduction or Cancellation	Centrelink notification of payment reduction or cancellation

**6) Publication**

This procedure is published on the web sites of AIT to ensure students have up-to-date and accurate information publicly available to them.

### Section 3 – Reference and Supporting Information

#### 1) Definitions

Word/Term	Definition
Course commencement date	The date that is agreed between <b>AIT</b> and the student to be the first date for online course access of a particular student enrolment or the first day of the course class on campus.
Enrolment	Date upon which an application for enrolment is received by AIT.
Course commencement	First day of classes (on campus students); or day on which a student has access to the course materials (online students).
Provisional Enrolment period	An enrolment is provisional for ten (10) days, allowing <b>AIT</b> time to request additional requirements and for the student to access their course and ensure that the course meets their requirements. The provisional enrolment periods ends when the Confirmation of Enrolment is emailed to the student.
Down payment	A non-refundable payment or non-refundable deposit is paid by the student at time of enrolment; deducted from the total course fees payable. Where a student fails to meet the entry criteria preventing them from commencing the course this fee is non-refundable.
Short Course	Any workshop or course of a limited duration be it accredited or otherwise, including on-campus and online.
Upfront payment	Upfront payment is for students who wish to pay the full course fee at the point of enrolment.
3 months	A 3 month duration is based on a 12 weeks period.
Payment Plan	A payment plan is provided to the student by a third party where they have selected this as a payment option within the Application for Enrolment.

#### 2) Supporting documentation

Document name	Document type	Location
Enrolment Policy & Procedure	Policy document	AIT website
Terms and Conditions	Policy document	AIT website

## Section 4 – Change History

### 1) Change History

Version	Approval date	Department	Approved by	Change
V1.0	17 April 2018	Group Accreditation & Compliance	Group Manager	Development of Group Policy replacing existing entity level policies
		Technology & Design Division	General Manager	
V1.1	10 October 2019	Group Accreditation & Compliance	Compliance Manager	Update to new template
		Technology & Design Division	General Manager	