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Refund Procedure [FFS]

Purpose

The purpose of this document is to inform all employees and students how to apply for refunds and how to process refunds.

Scope

Applies to all Fee for Service (FFS) students enrolled in a Nationally Accredited training program at AIAC.

1 Applying for a refund

Refer to the Refund Policy or the Enrolment Contract for more information before applying for a refund.

To apply for a refund, download the application form from the server (AIAC-RTO-FRM-009_v1 – Student Refund Request form) and submit to the RTO Compliance Officer at rto@aiacollege.com.au with any supporting evidence;

or complete this online form:

<https://www.cognitofrms.com/AIAC1/studentrefundrequestaiacrtofrm009v1>.

All applications will be assessed by the HOO and the Accounts manager using the guidelines in our Refund policy. The RCO will acknowledge receipt of the application within 3 working days and may request further information. If you are currently studying, you may be asked to attend an intervention meeting with the Head of Operation.

The assessment will be assessed by the HOO against our refunds policy. As all fees are post-paid, refunds are unlikely. The student will be notified of the outcome and refund amount within 10 working days. You may not receive a full refund if AIAC has already incurred costs related to your future training. Administration fees may also apply.

Approved refunds will be issued within 20 working days. Refunds will only be processed directly to the student or nominated person (as nominated in the enrolment application); not a third-party as per our refund Policy. AIAC will refund monies to the account details specified in your Enrolment Application form. Please check that these are correct before submitting a refund request.

Course deposit and RPL fees, and any payments made to third parties will not be refundable.

1.1 Cancellation of enrolment

Students may cancel their enrolment without penalty at any time, unless the Deposit or RPL fees have been paid. These will be forfeited.

1.2 Non-refundable items

A detailed list of non-refundable items is found in your Schedule of Fees. The following items paid to AIAC are not refundable:

- Course deposit
- Post-paid tuition fees
- Recognition of Prior Learning fee
- Transfer to AIAC fee
- Additional flight tuition or remedial training
- Additional flight tests or exams
- Medical certificates and exams


Any fee paid directly to third parties, such as CASA, DoHA, education agents etc. are likely to be non-refundable. You will need to check with the supplier or organisation for their refund policy & procedure.

2 Processing a refund

The RCO will assess the application and forward to the accounts manager and the HOO. The RCO will also advise the Student Contact Officer in writing.

All applications will be assessed by the HOO in consultation with the Accounts manager before being approved. In the absence of the HOO, the Chief Operating Officer and the Operation Manager together will assume the responsibility. In this case, the COO must contact the HOO to advise him of the decision

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to provide or deny a refund and the reasons why. The COO will also outline the process and assessment strategy used to form the decision.

If the refund is refused, the HOO will notify the student in writing within 10 working days. The response will include reasons for refusal and details on how the student can access the company's complaints and appeals processes, and that the student has 20 working days to do so.

If the refund is approved, or part thereof, the HOO will notify the student in writing within 10 working days. The HOO will also notify the RCO, SCO and Accounts Manager. The refund amount will be calculated as per the guidelines in the refund policy. The RCO will update the student register.

The accounts Manager will process the refund within 20 working days to the bank account nominated in the enrolment application form. Refunds will not be paid to third-parties.

The Accounts Manager is to send a statement (email is fine), with a breakdown of the refund details within 20 days of the refund request.

2.1 AIAC Defaults

In the event that AIAC defaults the following procedures apply.

The HOO will notify the student in writing as soon as possible that AIAC has decided to terminate training or that AIAC is no longer able to provide the services agreed to. The written letter is to include reasons for the decisions as well as other possible options for the student. The student may request a meeting with the HOO to discuss the matter further.

The HOO will notify the RCO and the Accounts Manager.

The RCO will investigate the possibility of transferring to another provider and is to assist the student in the process where possible. This will be at no cost to the student. If a suitable option cannot be found, the CO will refer the student to the TPS.

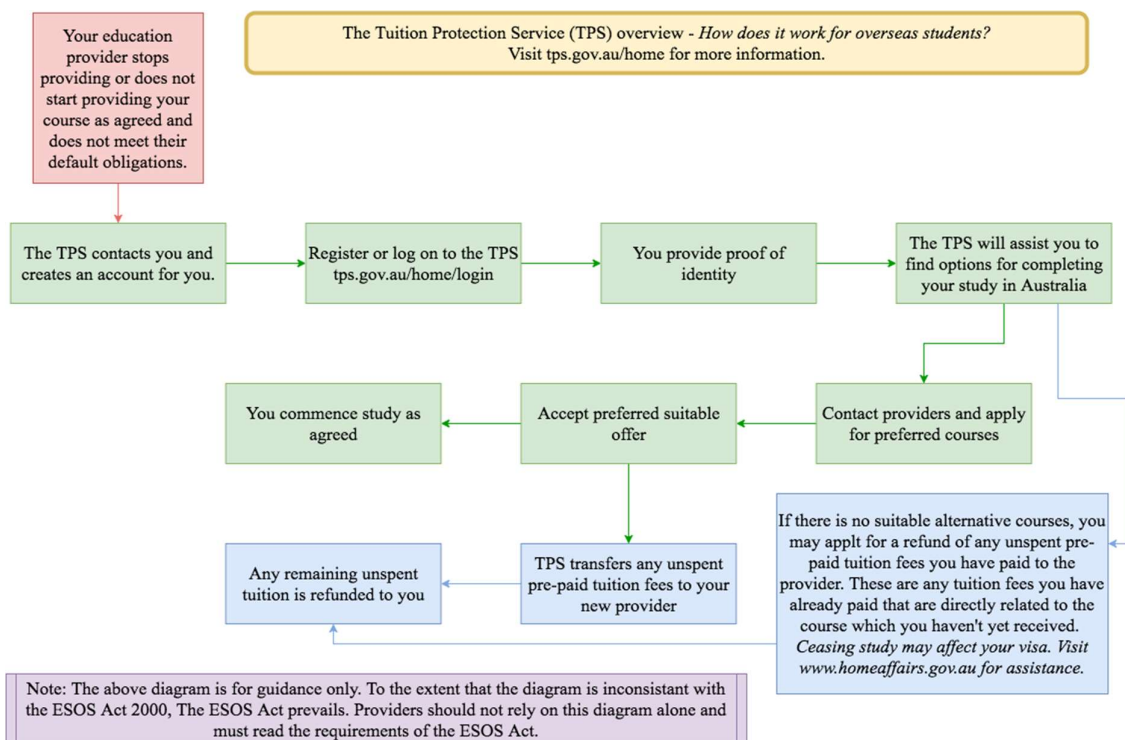
The RCO will be responsible for updating the student in PRISMS and in the student register.

2.1.1 The Tuition Protection Service

The Tuition Protection Service (TPS) is an initiative of the Australian Government to assist international students, whose education providers are unable to fully deliver their course of study. The TPS ensures that overseas students are able to either:

- complete their studies in another course or with another education provider or
- receive a refund of their unspent tuition fees.

Visit <https://tps.gov.au/Home> for more information, however this will not apply to AIAC students as all fees are post-paid.



3 Complaints and Appeals


If at any time the student is not satisfied with AIAC's response, the student may access the complaints and appeals process by contacting the RCO at rto@aiacollege.com. The student will have 20 days from any decision to do so.

4 Cooling Off period and Consumer Guarantee

Education services are not subject to cooling off periods. If the student changes his/her mind before coming to college, or after commencing studies, the above policies will still apply. If the student believes that he/she has been misled by AIAC in their marketing and enrolment processes, and they can support their concerns with evidence, and after the appeals process AIAC has refused the refund request; the student may be covered under NSW Consumer Guarantees.

5 Record keeping

Copies of all correspondence, approvals, application forms, supporting evidence, receipts etc. are to be placed in the student file and kept for a minimum of 2 years after the student leaves college. Details of any decision are to be entered into the Student register.

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6 Review of policy and procedures

The Refund policy and procedure will be reviewed 12 months from the date of implementation or after any significant change in regulation by the RTO Compliance Officer. The document map and control register (AIAC-QHS-RG-006_V1) will be used to manage the review schedule.

Date implemented	15/03/2021	Review date:	01/03/2022
Authorised by:	D. Murray	New version no.	1

6.1 Amendments and Version history

Version no.	Amendment date	Amendment details	Amended by	Date of inclusion
1.0		Original document created and released	D. Murray	15/03/2021
1.1		Changed from pre-paid to post-paid	D. Murray	15/12/2021