Australian Ideal College

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Educating for Excellence

Cancellation and Refund Policy

Purpose of this policy

This policy sets out the circumstance that a student is entitled to a refund and the procedure a student must follow to withdraw from a course to get a refund.

This policy is made under the Education Services for Overseas Students Act 2000, the Education Services for Overseas Students Regulations 2001 ("ESOS Act and Regulations") and the National Code of Practice for Registered Authorities and Providers of Education and Training to Overseas Students 2018.

1) How to withdraw from a course and get a refund

STEP 1 - Complete a Course Variation Request form (CVR).

The CVR form is available from the Student Service Office. If you are under the age of 18 years your legal guardian will need to complete and sign the form.

STEP 2 - Attach all relevant documents to the CVR form

You should attach documents supporting the reason for your withdrawal and confirming your identity.

STEP 3 - Hand in the completed CVR form to Student Services or email to: info@aic.edu.au

Please make sure that your student number and current contact details (email address, mobile phone number) are on the form. Please sign and date the CVR form before handing it in. Your form will NOT be processed if it is not signed and dated.

The College will process your completed CVR form and assess whether you are entitled to a refund based on our policy. The College may ask for further information or documentary evidence. Please note that incomplete CVR forms may delay the processing of the CVR form and payment of refunds.

2) Refunds will only be made in accordance with the Refund Policy below:

Enrolment/application fee, Material fee, Administration fee, Accommodation Placement fee, Guardian Placement fee, Airport Transfer fee, RPL fee, Textbook fee, Stationary fee	Non Refundable
Withdrawal for visa refusal in writing and received by AIC before course commencement	100% refund of tuition fee
Withdrawal for visa refusal in writing and received by AIC after course commencement	100% refund of the unused tuition fee
Withdrawal notified in writing and received by AIC 28 days or more prior to course commencement	50% refund of the tuition fee
Withdrawal notified in writing and received by AIC less than 28 days prior to course commencement and before the commencement date	30% refund of the tuition fee
Withdrawal notified in writing and received by AIC on the original course commencement date or after the course commences	No refund of tuition fee
If a student's enrolment is terminated for failure to comply with AIC's policies and procedures and DHA's visa requirements	No refund of any fee
All refunds will attract $200 administration fee	

2.1 Provider default on delivery of qualification. In the unlikely event that AIC is unable to deliver the

course in full, you will be offered a refund of all the course money you have paid to date. The refund will be paid to you within 2 weeks of the day on which the course ceased being provided. Alternatively, you may be offered enrolment in an alternative course by AIC at no extra cost to you. You have the right to choose whether you would prefer a full refund of course fees, or to accept a place in another course. If you choose placement in another course, we will ask you to sign a document to indicate that you accept the placement. If AIC is unable to provide a refund or place you in an alternative course the Tuition Protection Service (TPS) will place you in a suitable alternative course at no extra cost to you. Finally, if TPS cannot place you in a suitable alternative course, the ESOS Assurance Fund Manager will attempt to place you in a suitable alternative course or, if this is not possible, you will be eligible for a refund as calculated by the Fund Manager.

2.2 Fees not listed on 2.1 will not be refunded. Prior to a student enrolling, fees may be altered without notice. Once a student has completed enrolment, fees will not be subject to change for the normal duration of the course. If a course length is extended by the student then any fee increases will be required to be paid for the extended component of the course.

2.3 This agreement, and the availability of complaints and appeals processes, does not remove the right of the student to take action under Australia's consumer protection laws.

3) Payment of refunds

A) If you are over 18 years old, the refund will be paid directly to you.

If you are under 18 years old, the refund may be paid to you but only with the authority or consent of your parent or legal guardian.

B) The College may at its discretion:
   a) pay the refund in accordance with your written direction
   b) pay refunds to by bank draft (in case of refund within Australia) or by international bank draft; or
   c) pay refunds to a bank account by direct credit (in case of refund within Australia) or by telegraphic transfer (in case of refunds outside of Australia) provided that you show us evidence that the bank account exists.

4) Refunds in Australian Currency

All refunds will be made in Australian currency only.
The College is not responsible for currency exchange rate fluctuations and/or delays or loss of refund in transit (mail, courier, telegraphic transfer or otherwise).

IMPORTANT

The College reserves the right to change this policy without notice. For the latest policy please check www.idealcollege.com.au.

We are required to advise you of the following:

"This agreement and the availability of complaints and appeals processes, does not remove the right of the student to take action under Australia's consumer protection laws."

Policy Review
This policy will be reviewed as part of the College's three year policy review cycle or as required by regulatory changes.