

Student Refund Policy and Procedure

Version 1.2

Overview

This policy outlines the circumstances under which refunds of tuition fees and non-tuition fees may be granted and the processes for administering refunds. It ensures that refund arrangements are fair, transparent, and compliant with regulatory requirements.

This policy supports compliance with the Higher Education Standards Framework (Threshold Standards) 2021 and, where applicable, the ESOS Act 2000 and the National Code of Practice for Providers of Education and Training to Overseas Students 2018.

Scope

This policy applies to all students enrolled at AIM Institute and covers tuition fees and non-tuition fees for all courses offered.

Policy and Procedures

Principles

AIM Institute is committed to:

- Transparency: Refund conditions are clearly communicated prior to enrolment
- Fairness: Refunds are applied consistently and equitably
- Timeliness: Refunds are processed within reasonable timeframes
- Compliance: Refund practices align with regulatory requirements
- Student Protection: Students are not disadvantaged by institutional decisions beyond their control

Refund Circumstances

Provider Default

A full refund of all tuition fees paid will be provided where AIM Institute is unable to deliver a course as agreed, including where:

- A course is cancelled prior to commencement
- A course does not commence on the agreed start date

- The Institute ceases to deliver the course after commencement and no suitable alternative is offered or accepted

Refunds in these circumstances will be processed in accordance with the Student Fees and Other Charges Policy and Procedure.

Student Withdrawal Prior to Commencement

Students who withdraw from a course before the commencement date are entitled to a refund of prepaid tuition fees, less any applicable administration fee (if applied).

Any administration fee will be reasonable, clearly disclosed, and not punitive.

Student Withdrawal After Commencement

Where a student withdraws from a course after commencement, tuition fees will generally not be refunded for the current study period, except in exceptional circumstances.

Any approved refund will be determined on a case-by-case basis, taking into account the timing of withdrawal and any documented compassionate or compelling circumstances, as well as any precedents.

Visa Refusal (Future International Students)

A refund will be provided in the event of student visa refusal, in accordance with the requirements of the ESOS Act and National Code.

A student not achieving the qualification or passing unit/s in which they enrolled due to exhausting their attempts at assessment, does not entitle the student to a refund.

Non-Tuition Fees

Non-tuition fees (e.g. application fees) are generally non-refundable unless required by law or where the service has not been provided.

An initial non-refundable enrolment fee will apply to all courses. A course deposit is also required payable a minimum of two weeks (10 working days) before the commencement of the course.

Protected Amount and Prepaid Fees

Prepaid tuition fees received prior to course commencement are held in a designated account (Protected Amount Account) in accordance with the Institute's Financial Management Policy.

These funds are maintained separately to ensure that refunds payable prior to commencement can be made in full and in a timely manner.

Refund Process

Refund requests must be submitted in writing to the Institute.

Refunds will be assessed in accordance with this policy and processed within a reasonable timeframe.

Approved refunds will be paid to the original payer, unless otherwise authorised.

In the case of provider default, AIM Institute will automatically conduct a refund assessment of all affected students and issue the refund to the Fee Payer accordingly. In these cases, there is no need for a student to make an individual application for a refund. Refunds will be issued within 28 business days. The refund assessment will be based on reviewing the services and/or materials provided to the student and the costs incurred by AIM Institute in their provision such as:

- Textbooks or other materials provided.
- Training already provided (e.g., number of meetings/classes/visits etc.).
- Individual support is provided by the trainer/assessor.
- Assessments marked or feedback provided (including RPL).

The outcome of the refund assessment will be provided in writing to the student's registered address within 28 business days, outlining the decision and reasons for the decision along with any applicable refund or adjustment note. Refund decisions can be appealed by following AIM Institute Complaints and Appeals Policy & Procedure.

Refunds will be considered on a pro-rata basis for students who fall ill or are injured to the extent that they can no longer undertake the course, provided that a supporting Medical Certificate is supplied to AIM Institute. Should participants wish to finalise incomplete units of competency in a future course, the original fee can be used as a credit towards that course. This offer is available within 12 months from the time the initial payment is made.

Appeals

Students who are dissatisfied with a refund decision may access the Institute's complaints and appeals process.

Review

The policy is reviewed every three years, or sooner if required.

Related documents

Legislation	Higher Education Standards Framework (Threshold Standards) 2021 Tertiary Education Quality and Standards Agency (TEQSA) Act 2011 Education Services for Overseas Students Act (ESOS Act) National Code of Practice for Providers of Education and Training to Overseas Students (National Code)
Related Policies and Statements	Student Handbook Complaints and Appeals Policy Teach out Policy Tuition Protection Policy Financial Management Policy Admissions and Enrolments Policy Credit and Recognition of Prior Learning Policy

Document Approval

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Alignment to HESF	7.2 Info for students	6.1 Corporate Governance	Choose an item.
Responsibilities:			
Contact:	info@aiminstitute.nsw.edu.au +61 02 4505 1924		

Document Change and Review log

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