



Procedures for Refund of International Student Fees

This procedure applies to all international students who have paid full or partial fees to study at AIM.

Conditions for the refund of fees:

Refund of fees paid before the student has commenced study:

AIM will refund tuition fees in the case that:

- a. An application for a student visa has been unsuccessful; or
- b. student provides **documented** evidence that serious illness or misadventure has occurred prior to the course commencing; or
- a. a student is precluded from re-enrolling under AIM's rules and has paid fees for the period of exclusion.

If AIM is satisfied that one of the above conditions are fulfilled, AIM will refund the tuition fees paid but an administration charge of \$250.00 will be deducted.

Refund of fees after the student has commenced study:

If an international student withdraws before census date (normally within the first three weeks of semester, the census date is available on the AIM website: http://www.aim.edu.au/future_students/2008_calendar_1.html) the student is required to pay a pro-rata fee for the time s/he attended classes at AIM and the amount will be deducted from the tuition fee refund amount. An administrative charge of \$ 250.00 will occur and also be deducted from the tuition fee refund amount.

For example: If the international tuition fee for one semester is \$ 9,000.00 and the course for one semester is scheduled for 14 weeks then a sum of \$ 1,285.70 + \$ 250.00 administrative charge will be deducted and the student will receive a refund of \$7464.30.

Withdrawal after census date:

If a student withdraws after census date no refund of fees will be available unless a student provides **documented** evidence that serious illness or misadventure has

occurred and AIM is satisfied with the documentation provided. A request of this nature will be tabled at a Discipline and Appeals Committee and be reviewed.

Applying for a refund of fees

All requests for refunds must be made in writing to the Registrar (forms available from AIM Student Services) and *must be accompanied by supporting documentary* evidence to provide a basis for such a request.

This Agreement does not remove the right of the student to take further action under Australia's consumer protection laws.

What happens in the event of a course not being delivered

In the unlikely event that The Australian Institute of Music is unable to deliver your course in full, you will be offered a refund of all course money you have paid to date. The refund will be paid to you within two weeks of the day on which the course ceased being provided. Alternatively you may be offered enrolment in an alternative course by The Avondale College 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 The Australian Institute of Music is unable to provide a refund or place you in an alternative course our Tuition Assurance Scheme with ACPET (Australian Council for Private and Education Training) will place you in a suitable alternative course at no extra cost to you.

Finally, if ACEPT can not place you in a suitable alternative course, the ESOS Assurance Fund Manager will attempt to place you in an suitable alternative course or, if this is not possible, you will be eligible for a refund as calculated by the Refund Manager.