

Policy and Procedure

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| Name: | Withdrawals, Cancellations and Refunds Policy & Procedure |
| Approved by: | Head of Compliance |
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SECTION 1 – INTRODUCTION

PURPOSE

To inform students and staff of Australian Institute of Management Education and Training (AIMET) policies and processes relating to course refunds, course withdrawals and course deferrals.

SCOPE

This Withdrawals, Cancellations and Refunds Policy & Procedure applies to all students as well as all staff involved either directly or indirectly with administering requests for online short course cancellations, refunds, and/or temporary suspension requests.

SECTION 2 – POLICY

PRINCIPLES

The Withdrawals, Cancellations and Refunds Policy and Procedure is guided by the principles of access, equity, fairness and timeliness.

AIMET is committed to:

- ensuring students that request to withdraw from a course and/or receive refunds are not victimised or discriminated against
- considering course withdrawal and refund requests in a consistent, transparent, objective and unbiased manner
- making all details of the procedures publicly available
- informing students of the policy pre-enrolment and advising students to read it at the commencement of a course
- specifying reasonable timelines for responses and reimbursement of monies at each stage of the process as applicable and monitoring of these timelines
- providing reasons and full explanation for decisions and actions taken as part of the procedures
- keeping appropriate records of cancellation and refund requests, including brief written outcome, within student files and allowing students access to their records
- ensuring that such records are treated as confidential
- reviewing the Cancellations and Refunds process regularly

LEGISLATION

All requests to Withdraw/Cancel and/or obtain a Refund are actioned in accordance with the following Australian Government legislation:

- Competition and Consumer Act 2010
- Fair Trading Act 1987 (NSW, WA, SA)
- Fair Trading Act 1999 (VIC)
- Fair Trading Act 1989 (QLD)
- Fair Trading Act 1992 (ACT)
- Fair Trading Act 1990 (TAS)
- Consumer Affairs and Fair Trading Act 2013 (NT)

SECTION 3 – PROCEDURE

WITHDRAWAL – ONLINE SHORT COURSES

Withdrawals Procedure

1. At any time following enrolment in an online short course, and prior to the designated online short course end date, students may withdraw from a course by giving written notice to compliance@aim.com.au. It is essential that the student includes:
 - a. a detailed explanation of why they are requesting to withdraw from their course and/or request a refund
 - b. Any documentary evidence to support this request e.g. medical certificate, travel documents etc.
2. Any student that withdraws from an online short course after the **10 day provisional enrolment period** will remain liable to pay the full course fees, subject to the Refund policy.
3. Students that withdraw from an online short course prior to its end date remain liable for all fees paid. Should a student believe that they are special circumstances they may apply in writing for consideration of a refund (see Special Circumstances below).
4. An enrolment is provisional for the first ten (10) days from the date of enrolment, allowing AIM time to set up access permissions to the Learning Management System and for the student to access their course and ensure that the course meets their requirements.

Refund Policy and Related Procedure

1. All requests for refunds must be made in writing to compliance@aim.com.au.
2. AIM agrees to refund within 28 days of the receipt of written notice of withdrawal by the student course fees paid by or on behalf of the student less the amounts to be retained as agreed and as detailed below:
 - a. **No refund is payable for withdrawals more than 10 days following the course enrolment date**
 - b. **Refunds payable for withdrawals due to illness or hardship**

In the case of a student who withdraws from a course due to illness or extreme hardship, AIM may, at its discretion, consider a refund of the fees. (See Special Circumstances procedure below) The following conditions apply:

 - (i) The person concerned must produce satisfactory evidence of the circumstances of his/her withdrawal, such as medical certificates.
 - (ii) A cancellation fee equal to 25% of total course tuition fees will be withheld.
 - (iii) Withdrawal must take place prior to the expiration of the online short course.
 - c. **Refunds payable for online short courses that AIM can no longer provide**

Should AIM be unable to provide access to an online short course for the full study period course fees paid will be refunded in full.

In the event that AIM cancels a full qualification / course for any reason, students enrolled at the time AIM announces the cancellation will be entitled to a full refund. This will not incur any administrative charges or penalties and will be paid within 2 weeks of the day on which the training ceased being provided.

- d. **Refunds payable where a student withdraws from a course following a serious act of misconduct**

No refund of any monies paid will be granted in this instance.

SPECIAL CIRCUMSTANCES***Application process***

A student must apply in writing to AIMET (compliance@aim.com.au) within the requisite timeframe (refer to Application time limit below). A student's application must detail what the special circumstances were, and how/why the student believes those circumstances made it impracticable for them to complete the short course in which they were enrolled.

Application time limit

The application must be submitted to AIMET within 1 month of the withdrawal day. The 'withdrawal day' is taken to be the day AIMET has actioned a student's written request to withdraw.

SECTION 4 – REFERENCE AND SUPPORTING INFORMATION**DEFINITIONS**

| Word/Term | Definition |
|--------------------------|---|
| Course commencement date | The date that is agreed between AIM and the student to be the first date for online course access of a particular student enrolment |
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SUPPORTING DOCUMENTATION

| Document name | Document type | Location |
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SECTION 5 – GOVERNANCE**CHANGE HISTORY**

| Version | Approval date | Approved by | Approved by | Change |
|---------|---------------|-----------------------------------|-----------------------|------------|
| 1.0 | 06/07/2017 | Director Student Engagement | Head of Compliance | New policy |
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