

The Academy of Information Technology (AIT); is an approved Higher Education Provider; PRV 12005 and VET Provider; RTO 90115. AIT is also approved to deliver education to international students; CRICOS 02155J. AIT is approved for FEE-HELP and Vet Student Loans which means that all students who meet the eligibility requirements for FEE-HELP or VET Student Loan Assistance may pay for all or part of their tuition fees for those AITs qualifications approved under these government loan schemes.

The following documents have important information regarding AIT Policy & Procedures for all students. Before signing the *Student Contract* please review the documents listed below (available at [www.ait.edu.au](http://www.ait.edu.au) ).

- Schedule of Fees <http://www.ait.edu.au/government-student-loans>
- FEE-HELP/VET Student Loan Information <http://www.ait.edu.au/government-student-loans>
- Fees Policy <http://www.ait.edu.au/>
- Guideline Grievance, Complaints and Appeals <http://www.ait.edu.au/>
- Change of Enrolment Policy <http://www.ait.edu.au/>
- Privacy & Data Collection Policy <http://www.ait.edu.au/privacy-policy>
- Statements of Tuition Assurance <http://www.ait.edu.au/government-student-loans>

## 1. Payment of Fees

### International Students

- 1.1. First instalment of tuition fees must be paid in order to obtain a Confirmation of Enrolment (CoE) and must be paid no later than the date detailed in the student's offer of placement letter.
- 1.2. A non-refundable enrolment fee is applicable to international students and must be paid in full upon accepting an offer of placement and prior to the commencement of the first term.
- 1.3. With regard to continuing students any tuition fees or other additional fees must be paid no later than the payment dates specified by AIT.
- 1.4. Tuition fees may be subject to change during a student's course of enrolment.
- 1.5. Students can access and are encouraged to regularly review their fee status through their personal profile on JIVI (secured). Students may share their JIVI login details with parents to allow them to view fee, attendance and assessment results information via the Internet.

### Domestic Students

- 1.6. Domestic students who are eligible to defer their fee payments under the VET Student Loan or FEE-HELP schemes must complete and submit their enrolment confirmation application form (eCAF) prior to the census date for their first study block and to confirm their continuing enrolment before the Census date for each term as they progress through their enrolment. Where a student does not meet this requirement their enrolment may be cancelled.
- 1.7. Domestic students who are full fee-paying are required to pay the full fee in accordance with the terms of their invoice. Fees subject to change.

## 2. Overdue Payments

- 2.1. Where a student fails to submit payments within a timeframe set by AIT, the student will be notified and cautioned via the following means in order of listing;
  - 2.1.1. A formal notice of overdue payment letter sent via email to the student's address of residence. This notice will state the original due date for the payment, the original amount outstanding and the total amount due inclusive of the additional fee.
  - 2.1.2. A reminder notification via the student's Jivi account.
  - 2.1.3. A meeting with an AIT Student Services Advisor may be scheduled to discuss the student's circumstances.
- 2.2. Should a student fail to comply with the requirements communicated via means set out in paragraph 2.1, AIT reserves the right to;
  - 2.2.1. Suspend access to AIT facilities, lessons, computers and examinations.
  - 2.2.2. Withhold transcripts, certificates, other documentation and services.
  - 2.2.3. Suspend the student from studying at AIT within 10 working days of initial notification.
  - 2.2.4. Pursue legal action to recover the debt when necessary.

- 2.3. Where a student experiences difficulty paying tuition fees due to financial hardship, he or she may apply to pay his or her tuition fees under a payment plan. Payment plans may not be offered retrospectively and are not available to commencing students. Subject to the conditional clauses outlined below, AIT may, at its discretion, agree to the establishment of a payment plan provided that;
  - 2.3.1. A written statement is submitted to an AIT Student Services Advisor along with relevant documentation that may be used as evidence of the student's financial hardship.
  - 2.3.2. All terms and conditions of the payment plan are agreed upon by the student in writing.

### 3. Refunds (Vocational and Higher Education qualifications)

#### International and Domestic Students

- 3.1. Should AIT have made an offer based on incorrect or incomplete information provided by the applicant, the offer will be withdrawn and any refund will be at the discretion of AIT.
- 3.2. Where a student withdraws from a program or course after the payment of tuition fees, refunds will be issued within 4 weeks of notification of default from the student in writing and the following will apply:
  - 3.2.1. Prior to commencement of study period

Where a student, after accepting an offer from AIT, gives written notice at least 4 weeks prior to the commencement of the first term, of his or her inability to undertake the program or course in which he or she is enrolled, this student may be eligible for a refund of paid tuition fees, less 25% of the total tuition fees paid and the non-refundable enrolment fee as applicable.

Should a student fail to give at least 4 weeks' notice of withdrawal from the program or course before the commencement date, this student may be eligible for a refund of paid tuition fees, less 40% of the total tuition fees paid and the non-refundable enrolment fee as applicable.
  - 3.2.2. After commencement of study period

Where a student gives notice of his or her inability to continue the program or course after commencing his or her studies at AIT, this student shall not be eligible for a refund. Should the student be enrolled in package courses, no refund will be granted in the event of cancellation or withdrawal on any part of the package after the commencement of the first course.
- 3.3. AIT may, at its discretion, provide a full or partial refund where;
  - 3.3.1. The student is unable to continue the program or course due to illness or disability that can be verified by a certified medical practitioner.
  - 3.3.2. Other extenuating circumstances that prevent the student from continuing the program or course.
- 3.4. AIT will provide a full refund where;
  - 3.4.1. AIT fails to provide the program or course into which the student has enrolled. In these circumstances the refund will be paid within 14 days.
  - 3.4.2. The student has been refused a student visa by the Department of Home Affairs or other Australian government authority.
- 3.5. Any payments made by a student that exceed the amount(s) owed to AIT will be refunded in full at AIT's earliest convenience. Should the student be continuing his or her studies at AIT, any excess payments will be credited toward future tuition invoices.
- 3.6. Should the student breach any terms and conditions set out in the contract signed with AIT, no refund will be offered.
- 3.7. Refunds must be requested in writing (including all supporting evidence) by the student and should be lodged directly to a Student Services Adviser. Refunds are made in Australian dollars and are processed within 4 weeks from the date that the written request was submitted by the student.
- 3.8. Refunds may only be issued directly to the student in question, with the exception of underage students. With regard to students under the age of 18, refunds may be paid to parent(s) or guardian(s) unless AIT receives written approval from them consenting that the refund may be issued directly to the student.

- 3.9. In accordance with **VET Student Loans** rules and **FEE-HELP** guidelines domestic students who withdraw from their enrolment in an enabled course on or before the published census date are entitled to a full refund/remission of fees.

## 4 Provider Default

In the unlikely event of default by AIT, a refund of all tuition fees paid on a pro-rata basis within two weeks of the date of default. The student is entitled to receive a statement explaining the refund calculation.

Provider default can include the course not starting on the agreed starting day, the course ceasing to be provided at any time after it starts but before it is completed, and the course being discontinued before the student's scheduled completion. This agreement does not remove the right to take further action under Australia's Consumer Protection Laws nor does it prevent the student from pursuing other legal remedies.

## 5. Terms and conditions of enrolment (non-accredited short courses only)

These terms and conditions apply to students enrolled in non-accredited short courses delivered by AIT of Information Technology (**AIT**) (RTO code 90511) as well as any courses delivered for and on behalf of **AIT**.

*\*For any **AIT** workshop or short courses booked through Eventbrite or any other event technology platform, the terms and conditions apply as listed on the platform's booking page for the workshop or course.*

All applicants under the age of 18 years of age need to have a parent/guardian sign this contract and be responsible for approval and payment of the course fees.

- 5.1 I (which also includes a parent/guardian who may have signed the enrolment contract) apply to enrol in the short course as indicated on the Short Course Enrolment Form ('the application'). I agree that on acceptance ('acceptance') of the application by **AIT**, the acceptance will become the Contract of Enrolment ('the contract') and I further agree to abide by the following terms and conditions of enrolment.
- 5.2 I agree that I am required to meet the requirements of the course I have selected and to abide by the rules and regulations of **AIT**.
- 5.3 I agree that all course related material supplied by **AIT** is secured by copyright and remains the property of **AIT**.
- 5.4 I agree that course fees do not include the cost of text books or starter kits (unless stated) if they are required for my course. (details of individual course requirements and inclusions can be found in the course details located on the website: [AIT.edu.au](http://AIT.edu.au))
- 5.5 I agree to pay all fees associated with my course plus GST, if applicable.
- 5.6 I understand that I have a provisional enrolment period of 48 hours. This provisional enrolment period will allow **AIT** time to process payment and request any additional information if required, and for me to assess if the **AIT** short course meets my needs.
- 5.7 I agree that after the provisional enrolment of 48 hours, if I have not provided all required information relating to course enrolment including payment, **AIT** will cancel my enrolment.
- 5.8 I understand **AIT** will provide me with an email communication to confirm my enrolment and outlining any specific information related to my course.
- 5.9 I agree that if I cancel my course enrolment and it is less than 21 days before the course delivery date, or I do not attend on the day of the course delivery I am not entitled to a refund of any course fees paid.
- 5.10 I agree that if I cancel my course enrolment and it is more than 21 days before the course delivery date, I am eligible to receive a refund for any course fees paid.
- 5.11 I understand **AIT** reserves the right to change the particulars of services, including changes to courses, facilities and dates of courses, or where the level of enrolment does not reach the minimum numbers required to operate the course. In such an event, **AIT** will notify me as soon as practicable and will provide me with the option of either transferring to another course or receiving a full refund.
- 5.12 **AIT** will pay any refund that is due to me within 30 days.
- 5.13 I agree to advise **AIT** of any change of my address and/or contact details while I am enrolled in my course.
- 5.14 **AIT** maintains a Privacy Policy which can be viewed on the website: [AIT.edu.au](http://AIT.edu.au). I agree that in the event of a dispute between myself and **AIT** or a representative of **AIT**, I will bring the matter to the attention of **AIT** to provide the opportunity to have the matter resolved. This may be done by calling Student Services on 02 8355 3838 or sending an email to [designhub@AIT.edu.au](mailto:designhub@AIT.edu.au)
- 5.15 I confirm that the terms and conditions for a non-accredited short course have been made available to me prior to enrolling.

**I understand that by agreeing to the terms and conditions, this does not remove my right to take action under Australia's consumer protection laws.**

## 6 Privacy Laws and Sharing of Information

AIT and its subsidiary entities comply with Australian Commonwealth laws in relation to Privacy and Data collection as well as the equivalent laws of the UK, EU & USA.

Please go to: <http://www.ait.edu.au/privacy-policy>

## CHANGE HISTORY

Version	Approval Date	Approved by	Change
Version 1.1	18/04/2018	AIT, General Manager	Updated to include reference to short courses and changes to requirements under the National Code 2018.
	17/04/2018	Compliance & Accreditation Manager	