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## International Student Refund Policy

### Purpose

This policy ensures that all international student refund requests are managed in a fair, transparent, and timely manner, in compliance with the Standards for RTOs 2025, ESOS Act 2000, National Code 2018, and ELICOS Standards 2018. Refund processes are clearly communicated to students prior to enrolment and included in the written agreement as required by the National Code.

In the case of a student withdrawing from a course/education service, the requests for a refund must be made in writing using the International Student Refund Form available on AILFE’s website. Where a student has not commenced their studies, the form is located in the Future Students tab under downloads. Current students can access the Refund Request form in the Current Student tab under downloads. After completing the form, student should submit it to AILFE along with supporting documents for their refund request by email to [studentservice@ailfe.wa.edu.au](mailto:studentservice@ailfe.wa.edu.au) or by person at reception (Level 3, 100-104 Murray Street, Perth WA 6000).

Unless student default in the event that a student’s visa application is refused before a course/education service commence, the non-tuition fees paid are not refundable.

A notice of withdrawal due to: illness or disability, death of a close family member (parent, sibling, spouse, child), political or civil event that prevents acquittal may be accepted as grounds for compassionate reason. Supporting evidence document must be provided.

AILFE will give the student a statement that explains how the refund amount has been calculated. The refund (if any) will be paid within four weeks after receiving a written request with any attached necessary supporting documentation from the student.

In all refund instances where student has paid fees to AILFE for Overseas Student Health Cover (OSHC), the student will need to apply to the relevant OSHC directly for a refund.

No refund will be granted in the case of visa being cancelled by the Australian Government department responsible for visa processing for breach of visa conditions.

### Visa application unsuccessful

- In the event that a student’s visa application is unsuccessful before a Course/Education Service commences, notification in writing must be forwarded to AILFE accompanied by supporting documentations (e.g. Visa Refusal Letter), all course fees paid will be refunded minus the lesser of:
  - 5% of the amount of course fees paid, or
  - \$500

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2. In the event that a student's visa application is unsuccessful after the commencement of a Course/Education Service, the unspent tuition fees paid will be refunded as per the calculations below:

Refund calculation under section 10 of the refund specification:

- Weekly tuition fee = (total tuition fee / number of calendar days in the course) × 7
- Weeks in default period = number of calendar days from the default day to the end of the period to which the payment relates / 7
- Weekly tuition fee x Weeks in default period = refund amount

3. Withdrawal of Student Visa Application does not constitute visa refusal. AILFE may under certain circumstances assess refunds where visa application has been withdrawn in the same manner as visa application refusal, subject to approval from Admission Board, and upon evidence of visa application withdrawal from the Australian Government department responsible for visa processing being provided.

**Student withdraws from Course / Education Service**

4. If a student withdraws from Course/Education Service for any reason, student is liable for \$500 cancellation administrative fee.
5. If a student withdraws from Course/Education Service for any reason more than 10 weeks before commencement, student is liable for 10% of course fee of all the enrolled courses plus cancellation administrative fee.
6. If a student withdraws from Course/Education Service for any reason more than 4 weeks and up to 10 weeks before commencement, student is liable for 30% of the course fees and 10% of course fee of all the following courses plus cancellation administrative fee.
7. If a student withdraws from Course/Education Service for any reason 4 weeks or less prior to commencement, student is liable for 60% of the course fees and 10% of course fee of all the following courses plus cancellation administrative fee.
8. If a student withdraws from Course/Education Service for any reason during the first 4 weeks after commencement, student is liable for 70% of the course fees and 10% of course fee of all the following courses plus cancellation administrative fee.
9. If a student withdraws from Course/Education Service for any reason after the fourth week of commencement, student is liable for 100% of the course fees and 10% of course fee of all the following courses plus cancellation administrative fee.

**AILFE withdraws a student from a course (Student Default)**

10. If a student's enrolment is terminated by AILFE for misconduct, breach of student regulations or non-

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compliance with student visa conditions, no refund of the current course fees paid will be made (refer to the Student Handbook for details of student regulations and what constitutes misconduct). If fees have been pre-paid for any subsequent courses, 40% of the next course's fees will be refunded and 100% of any following course's fees will be refunded within 4 weeks of the student being withdrawn.

**AILFE fails to provide a student's education service in full (Provider Default)**

11. In the event that AILFE fails to provide the offered course to the student at the location on the agreed starting day or the course is terminated and not provided to the student at the location at any time after it starts but before it is completed, within 14 days AILFE has to either offer the student a place in an alternative course at AILFE's expense with an acceptance by the student in writing or refund the student the unused portion of the prepaid tuition fee. Student has the right to choose whether he/she would prefer a refund of the unused portion of the prepaid tuition fees, or to accept a place in an alternative course. If student chooses placement in an alternative course, AILFE will ask him/her to sign a document to indicate that he/she accepts the placement. The student's acceptance of the alternative course in writing will relieve AILFE from its obligation to refund education service money to the student.
12. If AILFE is unable to provide a refund or provide a placement in an alternative course, the Tuition Protection Service (TPS) Director will provide in writing, the student with one or more options for such alternative courses at no cost. The student must in a period of 30 days after the end of AILFE's obligation period submit in writing if accepting the alternative course. If the student is not accepting a place in an alternative course then the TPS Director would pay out of the Overseas Students Tuition Fund (OSTF) an amount equal to the amount that AILFE has calculated to satisfy the refund requirements to the student.

**Deferral or suspension**

Where a student is granted a deferral or suspension of studies after course/education service has commenced, tuition fee paid will be transferred to the subsequent course/education service. If a student withdraws from Course/Education Service for any reason after a deferral or change of commencement date has been approved then the refund calculation will apply as at the date AILFE received the request for withdraw and the original course/education service commencement date.

**Appeals**

Students who are dissatisfied with refund decisions may lodge an appeal in accordance with the Managing Appeals Procedure. Refund disputes will not impact the student's right to pursue other legal remedies. Students are informed of their right to appeal internally and externally (Overseas Students Ombudsman for international students).

**Recordkeeping**

All refund applications, calculations, and outcomes are documented in the Student Management System (SMS). Records of refunds are securely retained for a minimum of two (2) years after the student ceases enrolment, in compliance with ESOS Act s.21 and National Code 2018 Standard 8.21.

**Review**

Policy will be reviewed annually.

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## Compliance Mapping

Requirement	Standards for RTOs 2025	ESOS Act 2000 / National Code 2018	ELICOS Standards 2018
Refund policy is provided prior to enrolment	Standard 1.6 – Admission information	National Code 2018 – Standards 2.1–2.4	C1.1J – Transparency
Visa refusal refunds capped at 5% or \$500	Standard 1.6 – Accurate information	ESOS Act s.47E	C1.1J – Clear information
Refunds for provider default (TPS)	Standard 1.6 – Fair conditions	ESOS Act ss.46A–46F; National Code 2018 – Standard 3.4	C1.1K – Documented processes
Compassionate/compelling grounds considered	Standard 1.6 – Student support	National Code 2018 – Standard 3.4	C1.1J – Transparency
Appeals against refund decisions available	Standard 2.7 – Complaints and Appeals	National Code 2018 – Standard 10	C1.1K – Student rights
Refund outcomes recorded and retained	Standard 6.2 – Recordkeeping	ESOS Act s.21; National Code 2018 – Standard 8.21	C1.1K – Documented processes
Continuous review of refund processes	Standard 7.1 – Continuous improvement	ESOS Act s.23	C1.1K – Continuous review