

Refund Policy

Policy

This policy contains requirements that apply to all students that are currently studying or formally enrolled with us at The Ashmark Institute of Australia (thereafter known as AIA). The AIA's refund policy observes the principles outlined in the Education Services for Overseas Students Act 2000 (ESOS Act) and The National Code 2007 and applies to all new and re-enrolling students unless otherwise stated. AIA requires all students to be treated fairly and with integrity when applying for refunds and this procedure is intended to ensure that this occurs. Refunds will be made by electronic bank transfer or overseas bank draft. All applications for refund must be made in writing using the Fees Refund Application Form and submitted to the Accounts Department as prescribed in this policy. A refund will be paid directly to the student who entered into the agreement with The Ashmark Institute of Australia (AIA). This agreement, and the availability of complaints and appeals processes, does not remove the right of the student to take action under Australia's consumer protection laws.

Refund Application and Payment Information

Refunds of fees paid, less deductions provided for in this policy, will be made, if students apply in writing to the Accounts Department, as prescribed in this policy. International students seeking a refund must complete and submit the Application for Refund Form, available from AIA's website. Appropriate supporting documentation needs to be included e.g. visa refusal letter from DIAC, acceptance into another program of study, etc. In order for a refund to be payable, the funds must be available (e.g. cheques are cleared, telegraphic transfers received), and any debts to AIA must be paid in full or the outstanding amounts will be deducted from the refund.

In the case of student defaults, refunds will be made within 28 days of receipt of a written application and will include a Refund letter explaining how the refund was calculated.

In the case of provider default the refund will be paid within 14 days from the date the application was received. AIA reserves the right to retain the amount of any agent fee incurred by AIA in recruiting a student, in addition to any other amount AIA is entitled to.

Institute Defaults

A refund of any pre-paid fees will be provided in the following circumstances:

- The course in which the student is enrolled does not begin on the agreed commencement date; or
- The course ceases to be provided at any time after it commences but before it is completed; or
- The course is not provided fully to the student because a sanction has been imposed on AIA; or
- If there is an Institute Default, the Student can choose to accept either:
 - A refund of the course fees, which will be issued to the Student within 14 Days; or
 - To be placed in an alternative course with the Institute or another provider. If the Student chooses placement in an alternative course, the Student must sign a document to indicate their agreement to the placement.
- If AIA is unable to provide a refund or place the Student in an alternative course the Tuition Assurance Scheme will be responsible in placing the Student in a suitable alternative course at no extra cost.
- If the Student is an International Student and the Tuition Assurance Scheme is unable to place the International Student in a suitable alternative course, the ESOS Assurance Fund Manager will then attempt to place them in a suitable alternative course or, if this is not possible, the International Student will be eligible for a refund as calculated by the Fund Manager.

Other Refunds

- If the student's application for initial student visa is refused such that the student cannot undertake studies in Australia, a Full refund will be given, less or no more than the lesser of AUD\$250 (Administration fee). The student must provide proof of refusal from the Australian Government or else a refund will not be granted; or
- If 10 weeks or more prior to the student's course commencement date, the student indicates to the Institute in writing, that he or she wishes to withdraw from the course, a Full refund of course fees received by the Institute less AUD\$250 Administrative Fee will be granted.

Please note, in all of the above cases, course commencement date is the date indicated on the student's most current and approved e-CoE. There will be no refund of any bank or courier charges.

Student Defaults

No refund will be provided in the following circumstances:

- If the student notifies AIA less than 10 weeks prior to the student's course commencement date that he/she wishes to withdraw from the course; or

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- The student does not commence the course on the date specified in the student's CoE and does not notify the Institute.
 - No refund will be given to any student after commencement date.
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