

Fees, Charges and Refund Policy

The fees and charges for the delivery of nationally accredited training and assessment services are checked for compliance with the relevant performance agreement.

Australian Institute of Language will provide the following fee information, to each learner:

- ✓ The total amount of all fees including tuition fees, administration fees, materials fees, and any other charges;
- ✓ Payment terms, including the timing and amount of fees to be paid and any non-refundable deposit/administration fee;
- ✓ The nature of the guarantee given by Australian Institute of Language to complete the training and / or assessment once the learner has commenced study in their chosen qualification or course;
- ✓ The fees and charges for additional services, including such items as issuance of a replacement qualification testamur and the options available to learners who are deemed not yet competent on completion of training and assessment; and
- ✓ The refund policy

All applicable fees and charges

Fees	Total Amount	Note
Tuition Fees	<i>Please refer to the website: www.ail.edu.au</i>	<i>A deposit of \$1500.00 is applied before commencing a course.</i>
Enrolment Fees	<i>\$250.00</i>	<i>Non refundable</i>
Material Fees	<i>\$300.00</i>	
Deferment Fees	<i>\$100.00</i>	<i>Non refundable</i>
Change of CoE	<i>\$100.00</i>	
Re-assessment Fee	<i>\$350.00/unit</i>	
Unit Repeat Fee	<i>\$500/unit</i>	
Replacement Student ID	<i>\$15.00</i>	
Credit Transfer	<i>Nil</i>	
RPL Fees	<i>\$750.00/unit</i>	
Testamur Re-issue Fee	<i>\$50.00 for certificate re-issue</i>	
OSHC		<i>Please contact Admin for more information</i>
Interim Academic Transcript	<i>N/A</i>	

Financial hardship

If you are experiencing severe financial hardship, contact Australian Institute of Language to make an appointment to further discuss your tuition fee options.

Fee for Service

All qualifications and courses offered by Australian Institute of Language are available on a Fee for Service (FFS) basis. Details of the cost of each course are available on Australian Institute of Language's website.

FFS qualifications must be paid for in accordance with the payment plan arranged, if any, prior to commencement of the qualification. Payment can be made by Cheque, Credit Card or EFT. Enrolments will not be processed without payment of an enrolment fee or notification of an agreed payment plan. Please note that learners are not officially enrolled until they have paid their fees or received written documentation stating they are exempt from payment or a payment plan has been entered into.

Payment by Instalments

Where a Learner enrolls for a Fee for Service course or qualification, an initial payment for tuition of \$1,500.00 shall be paid on enrolment. The balance of the fee will be paid in accordance with a payment plan negotiated and agreed upon between Australian Institute of Language and the learner.

The amount and frequency of payments will depend on the amount payable for the course and the length of the course and shall reflect the value of training delivered within a specified period. At no time shall the learner be required to make any payment more than statutory guidelines which regulate the amount Australian Institute of Language is permitted to require a learner to pay, at any time.

Where a learner faces financial hardship, Australian Institute of Language shall make every effort to propose a payment plan, acceptable to the learner that reflects the individual learner's circumstances.

As with all relationships between Australian Institute of Language and its learners, all discussions and arrangements entered remain strictly confidential.

Paying by instalments must be arranged with the Australian Institute of Language office within two weeks of being notified of acceptance into the qualification.

Re-Issue of Statement of Attainments and or Certificates

If you request that a qualification Testamur or Statement of Attainment be re-issued, then the Australian Institute of Language may charge a re-issue fee of \$50.00. This charge may be waived at the discretion of the CEO. If levied, the fee must be paid prior to the re-issue.

Material Fee

The material fees and charges are subject to change from time to time. For the most recent information, please refer to Australian Institute of Language's website or contact Australian Institute of Language's office.

Refunds

To claim a refund, the student must complete a refund application form available from student administration.

All refunds will be paid to the person who enters into the agreement with Australian Institute of Language, the Student, unless they provide written direction to the provider to pay the refund to someone else. Under no circumstance will the refund be paid to an education agent.

All refunds will be paid in the currency in which the fees were paid, with a written statement detailing how the amount of the refund has been calculated.

Refunds will be paid direct to the learner with no exceptions, unless you have provided, in writing, approval and the details of where you want a refund sent/paid into.

The refund amount in the table below is based on fees collected from a learner

Situation	Refund fees
ALL does not deliver the course for which the learner has paid for the following reasons: <ul style="list-style-type: none"> - <i>The course does not begin on the agreed commencement date</i> - <i>The offer is withdrawn by AIL and incomplete information is provided by the learner</i> - <i>The course ceases to be provided, before any training and/or assessment</i> - <i>Visa refused (before commencement)</i> 	Full refund on tuition fees
Withdrawal notified in writing and received by AIL 28 days or more prior to course commencement	100% refund of tuition fees
Withdrawal notified in writing and received by AIL less than 28 days prior to course commencement	50% refund of tuition fees
Withdrawal notified in writing and received by AIL after the course commencement	No refund
The course is not provided in full to the learner because a sanction has been imposed on AIL	Charged according to the study period
Visa refused (after commencement)	Charged according to the study period

Notes:

- a. *Refunds identified above are for the Tuition Fees ONLY (Tuition Fees are those identified in the marketing brochure/website or on the agreement as course fees).*
- b. *Incidental fees are all other fees apart from Tuition Fees and Enrolment Fees, e.g. Material Fees. ONLY the “unspent” amount will be returned. If the cost of the service or material has already been incurred this will NOT be refunded.*
- c. *Fee refunds for special circumstances (illness, family circumstances) may be agreed upon, on an individual basis, at the discretion of the management of Australian Institute of Language.*
- d. *Where the learner has paid for other fees, including material fees, then only the “unspent” portion will be returned.*
- e. *For RPL, the minimum fee is \$750 each unit for Diploma courses and \$750 each unit for Advanced Diploma courses that will cover most situations; however, where extra work is required by Australian Institute of Language to validate your prior learning, Australian Institute of Language reserves the right to apply additional charges, these will be agreed with the applicant and are non-refundable.*
- f. *All date calculations are based on the date the form is received by Australian Institute of Language, not the date the learner completed the form (if different).*
- g. *The LLN assessment is free of charges to the prospective student.*

* The fees and charges are subject to change from time to time. For the most recent information, please visit Australian Institute of Language’s website or contact Australian Institute of Language’s administration.