

## 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
<b>Tuition Fees</b>	<i>Please refer to the website: <a href="http://www.ail.edu.au">www.ail.edu.au</a></i>	<i>Ail will not collect more than AUD\$1500.00 before the commencement of your course(s)</i>
<b>Enrolment Fees</b>	<i>\$250.00</i>	<i>Non refundable</i>
<b>Material Fees</b>	<i>\$300.00</i>	<i>ELICOS materials fee is \$15.00/week</i>
<b>Deferment Fees</b>	<i>\$100.00</i>	<i>Non refundable</i>
<b>Change of CoE</b>	<i>\$100.00</i>	
<b>Re-assessment Fee</b>	<i>\$350.00/unit</i>	
<b>Unit Repeat Fee</b>	<i>\$500/unit</i>	
<b>Credit Transfer</b>	<i>Nil</i>	
<b>RPL Fees</b>	<i>\$750.00/unit</i>	
<b>Testamur Re-issue Fee</b>	<i>\$50.00 for certificate re-issue</i>	
<b>Student ID</b>	<i>\$15.00</i>	<i>Free for students enrolling in any course(s) no less than 24 weeks</i>
<b>Replacement Student ID</b>	<i>\$15.00</i>	
<b>OSHC</b>		<i>Please contact Admin for more information</i>
<b>Airport Transfer Fee</b>		<i>Please contact Admin for more information</i>
<b>Interim Academic Transcript</b>	<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 upfront course fees shall be paid as per agreed 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

AIL reserves the right to cancel or postpone any courses prior to their scheduled commencement dates, should it be necessary. In such circumstances, if the course is postponed or cancelled by more than four weeks, and if a student is unable to enrol in a similar course at AIL, all fees will be refunded within 14 days, in accordance with the requirements of the ESOS Act. A refund of the fees will only be granted in accordance with the refund policy set out below.

### Requests for Refund of Tuition Fees

- Application for a refund of tuition fees in accordance with this Refund Policy must be made in writing, using the request for refund form, stating reasons and relevant details. This must be submitted by email, with attached supporting documents to [admin@ail.edu.au](mailto:admin@ail.edu.au)

### Payment of Refund

- All refunds for which a student is eligible will be forwarded to the person who paid the fees in his or her home country, unless written authorisation is given by the student in favour of another party.
- Except for the situation of provider default where the tuition fees are refunded within 14 days, all refunds due to student default will be made within 28 days.  
Course fees are not transferable to another person.

### No Refunds

- Enrolment Fee is non-refundable.
- Please note an AUD\$250 administration fee will be charged and removed from the total refund amount if no enrolment fee was paid.

### Student Default

- A student is not eligible for a refund in the event of a student default. Situations of student default include the following:

- The student breaches a condition of his or her student visa;
- The student fails to start the course on the agreed start day or attend classes and fails to inform the College in writing;
- Misbehaviour by the student; or
- The student withdraws from the course after the agreed start day.

### Defaults by College

- Situations of the College in default include the following:
  - The course does not start on the agreed starting day; or
  - The course ceases to be provided at any time after it starts but before it is completed; or
  - The course is not provided in full to the student because a sanction has been imposed on the registered provider by the authorities; and
  - The student has not withdrawn before the default day
- In the unlikely event that the College is unable to deliver the course in full, the College will notify the Tuition Protection Service (TPS) Director and Students within three (3) business days of the Provider default and will have a period of fourteen (14) days to satisfy its tuition protection obligations in relation to an affected student.
- The student will be offered a place in a suitable alternative course at the College or another provider, at no extra cost to the student, or will be provided with a refund of all unspent Tuition fees. The refund will be paid to the student within two weeks of the day on which the course ceased being provided. The refund will be paid directly to the student or another person who has been authorised by the student in writing.
- The student has the right to choose whether to receive a refund of the unspent Tuition fees, or accept a place in another course at the College or at another provider.
- If the College is unable to provide a refund or placement in an alternative course, or if it appears to the TPS Director that the College is unlikely to satisfy its tuition protection obligations, the student will have access to an on-line placement facility under the TPS. If a student requires any assistance with the placement process, a TPS Administrator or service provider will be available to help the student to place them in a suitable alternative course, or if this is not possible, they will be eligible for a refund as calculated by the TPS Director.

### Visa Refusal

- Where a visa application is refused before commencement of the course, AIL will refund fees in full less a 5% of the amount of course fees received or AUD\$500 (whichever is lesser)
- In the event that an extension to the student visa is not granted and the course has commenced, AIL will refund the unused portion of the prepaid tuition fees less \$250 enrolment fee.
- In both circumstances, the student must show proof of refusal and evidence of payment to the College.
- Course fees = tuition fees + non-tuition fees received in respect to the student.

### Withdrawal from Course of Study

- Notification of withdrawal from a course of study must be made in writing and signed by the student. Refund for withdrawal will be calculated based on the date the notice of withdrawal and will be as indicated in the following tables:
- Before commencement of course:

More than 28 days before initial course commencement:	Full refund of tuition fee paid
28 days or less before initial course commencement	50% refund of tuition fee paid
- After commencement of course:  
No refund

This must be read in conjunction with *Fees, Charges and Refund Policy* in *Student Handbook*.

\* 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.