

Refund Policy

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Claims for refunds must be made in writing using the Refund Request Form available from Australian Tertiary Institute Pty Ltd. Following outlines, the Institutes Policy on Refunds:

1. If a student's visa application is rejected the student will be refunded the all fees paid minus the lessor of 5% of the amount received or \$500.
2. Students are also eligible for a Refund if the Institute cancels the enrolled course or the Principal course application has been denied.
3. Requests for withdrawal for reasons other than those mentioned above, will be eligible for a refund as follows:
 - a. If a student withdraws from a course more than 28 days prior to course commencement, 80% of the initial tuition fees will be refunded.
 - b. If a student withdraws from a course prior to commencement of study, but less than 28 days prior to the course commencement, 50% of tuition fees paid (up to 24 weeks) and 100% for the remainder fees will be refunded.
4. There will be no refund issued following commencement of studies.
5. All Enrolment Application fees, accommodation arrangement fees and airport pickup service fees are non-refundable.
6. If a student breaches visa conditions, resulting in studies being cancelled, there will be no refund.
7. If the Institute cancels the course. 100% of fees paid will be refunded. (This includes the tuition fees, accommodation fee, Overseas Student Health Cover fees, Enrolment Application Fee, accommodation arrangement fee and airport pickup service fee).
8. The Institute is not responsible for the agency fee you paid to the Education Agency (EA).
9. When a refund is applicable and the student has paid the course fee through an agent, the commission deducted from the course fee by the EA will be refunded by the EA as part of the total refund.
10. The Institute is only responsible for the refund of the commission received by the student's EA.
11. To request a refund, the student will need to complete the Refund Request Form. The request will be processed within 4 weeks from the date of application.
12. Any arrangement fee (including arrangements for Accommodation, Airport Transfers and Homestay fees) are non-refundable after the arrangement has been made.
13. Tuition fees will not be transferred to other educational institutions except in exceptional circumstances and at the discretion of the PEO.
14. No refund or transfer will be made to third parties.
15. This policy may be waived by the Institute in exceptional circumstances at its absolute discretion and the decision of the Institute is final.
16. If a student disagrees with this process, they have the right to submit a Complaint and Appeal Form to appeal the decision.
17. 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 Procedure

1. Student completes a Refund Request Form and emails the form to sso@atiaus.edu.au
2. The details on the Refund Request Form are reviewed by the Accounts Manager
3. Refunds are made within 4 weeks (20 working days) from the date the Refund Request Form being submitted, if approved.
4. The Refund payment receipt will be kept on the student file.

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