



Refund Request Form

- No request will be processed until this form is fully completed.
- No request will be processed if there is overdue fees.
- Approved refunds will be processed in 28 days.
- Provider default will be processed within 14 days.

Section 1 : Personal Details

Name		Student ID	
Address			
Suburb		Post Code	
		Country	
Email		Mobile	
Current Course			

Section 2: Reason for refund

--

Refund Payment Details

Account Name:			
Recipients Address:			
BSB Number (Domestic only)		Bank Name	
Account Number		Branch Address	
Swift Code (Overseas only)		IFSC Code	

Section 3: Student Declaration

I, the student, authorise this payment to be made to me or the original payer and the information provided on this form is correct and true to the best of my knowledge. Any bank charges due to incorrect and incomplete bank details, will be bear by me.

Signature		Date	
-----------	--	------	--

Section 4 : Office Use Only

Form Received By		Form Received Date	
Total Amount Received		Less Refund Processing Fee	
		Total Refund	
Refund Processed	<input type="checkbox"/> Paid	<input type="checkbox"/> Not Paid	CFO Sign
			Date Paid
Staff Approval Signature		Approval Date	
Application Outcome : Approved <input type="checkbox"/>	Declined <input type="checkbox"/>	Student advised by: Email <input type="checkbox"/>	Phone <input type="checkbox"/>
Update PRISMS: Yes <input type="checkbox"/>	No <input type="checkbox"/>	Update SMS: Yes <input type="checkbox"/>	No <input type="checkbox"/>

Terms and Conditions for Fees and Refunds for International Students

These terms and conditions apply to all international students who have accepted an offer of enrolment to a course of study at AHHI and all international students who are enrolled in a course of study at AHHI.

1. No Refund

A Commencing Student will not be entitled to a refund of the Deposit where:

- i. an offer of enrolment is withdrawn by AHHI because the Commencing Student has breached the terms and conditions of their application or Letter of Offer, including through the provision of fraudulent or misleading documents or information to AHHI, to a AHHI education agent or to the Department of Home Affairs, regardless of whether the application for student visa is refused; or
- ii. AHHI refuses to provide, or continue providing, the course to the Commencing Student because of one or more of the following events:
 - a. the Commencing Student failed to pay an amount he or she was liable to pay AHHI, directly or indirectly, in order to undertake the course;
 - b. the Commencing Student breached a term of his or her student visa; and/or
 - c. the outcome of a student misconduct review including any appeal processes

2. PROVIDER DEFAULT

After a Commencing Student has accepted an offer of enrolment at AHHI, if:

- AHHI fails to start providing the course to the student at the location on the agreed starting day; **or**
- The course or any current classes for a specific course is cancelled by AHHI and cease to provide to the student at the location at any time after the course starts but before it is completed with the day the course/class ceases being identified as the default day; and; **and**
- The student has not withdrawn from the course before the default day.

AHHI will refund any Tuition Fees paid by the Commencing Student within 14 days of default.

Alternatively, a Commencing Student may be made an offer by AHHI to enrol in an alternative course for a cost no greater than the cost of the originally offered course of study.

In the event that Australian Health and Horticulture Institute fails to continue to provide a course to a student, Australian Health and Horticulture Institute will pay the student a refund of the amount worked out in accordance with any legislative instrument made under subsection (7) ESOS Act for any unspent tuition fees received by Australian Health and Horticulture Institute in respect of the student Refunds in situations of Provider Default are covered by the provisions of the Tuition Protection Service (TPS) that include but may not be limited to the following:

- Australian Health and Horticulture Institute does not offer a course on the advertised start date or terminates a course after the course start date or before the course completion date or does not provide a course as advertised due to sanctions by any authority or does not provide a course in full
- In such a case Australian Health and Horticulture Institute will pay the student a refund which equals the amount of the total tuition fees paid for the remainder of the course not completed at the time of default (unspent tuition fees) if an alternative placement with another provider cannot be found to the student's satisfaction.
- The amount calculated for refund will be paid in 14 days from the date of notification of default

In the event of provider default, AHHI will give notices to the both the affected students, ASQA and the Director, TPS in accordance with the ESOS Act. The provider default notice will contain:

- Circumstances of the default
- Details of the affected students in relation to whom AHHI has defaulted
- Advice as to how AHHI is discharging its duties under section 46D, ESOS Act and how AHHI will discharge those obligations

AHHI will notify ASQA and TPS Director within three (3) business days of the default occurring

In the event of provider default, AHHI discharges its obligation to students if:

The student is offered a place in another AHHI course in accordance with subsection (4) and the student accepts the offer in writing; **OR**

Australian Health and Horticulture Institute

ABN 76 169 113 900

Head Office: 31/70-74 Philip Street, Parramatta NSW 2150 Australia

Ph: +61 422 657 983 Email: admission@ahhi.edu.au Website: www.ahhi.edu.au

Refund Request Form V3 Sept 2023



AHHI offers a refund in accordance with subsection (6) which is the amount of any unspent tuition fees received by AHHI in respect of the student

3. STUDENT DEFAULT

This refers to those instances where:

- a. the course starts on the agreed starting day, but the student does not start the course on that day (and has not previously withdrawn), or
- b. the student withdraws from the course (either before or after the agreed starting day), or
- c. AHHI refuses to provide, or continue providing, the course to the student because of one or more of the following events:
 - The Student failed to pay an amount he or she was liable to pay AHHI, directly or indirectly (including any course money collected by education agents on behalf of AHHI, in order to undertake the course);
 - The student breached a condition of his or her Student visa;
 - Misbehaviour by the Student, as defined by AHHI's published rules.

4. APPLYING FOR A REFUND

All applications for a refund must be made using AHHI Refund Request Form and AHHI Application for Withdrawal/Discontinuation Form. This is available from the reception or from the Admission Officer.

9.1 Students complete the Refund Request Form and Application for Withdrawal/Discontinuation Form.

9.2 The reason for refund and withdrawal should be clearly explained.

9.3 Attach all relevant documents supporting the reason for refund and withdrawal.

9.4 Submit the completed and signed forms as stated to the Admission Officer or email to admission@ahhi.edu.au

9.5 Incomplete or unsigned applications for course withdrawal and/or refund requests will not be assessed with subsequent delays to processing

9.6 All complete and signed applications with supporting evidence and verification of identity of applicant will be assessed against the conditions outlined in this policy with approval only being granted by the CFO

9.7 Approved refunds will be paid no later than 28 days after the application for refund has been made

In all circumstances, AHHI will provide a statement and an explanation of how the refund was calculated and make fully available access to Australian Health and Horticulture Institute Complaints Policy.

AHHI dispute resolution process does not circumscribe the student's right to pursue other legal remedies.

ENROLMENT FEES

There is a non-refundable enrolment fee for all applications.

MATERIAL FEES

Materials fees paid and consumed are non-refundable.

BANK FEES

Bank fees are non-refundable

REFUND PROCESSING FEES

Students are required to pay the published Refund Processing Fee and Non-refundable Admin Fee.

PROCESSING TIMES

AHHI will notify students of the outcome of the application for refund within 28 days of receipt of a completed and signed application for refund and applicable evidence.

5. STUDENT VISA REFUSAL – STUDENT DEFAULT

Australian Health and Horticulture Institute is not required to provide a refund under the ESOS Act if:

- The student was refused a student visa; and
- The refusal was a reason for one or more of the following acts or omission by the student that directly or indirectly caused the student to default in relation to their course
- The student's failure to start the course on the agreed start date
 - The student's withdrawal from the course
 - The student's failure to pay an amount they are liable to pay directly or indirectly in order to undertake the course Breach of any student visa condition

Australian Health and Horticulture Institute

ABN 76 169 113 900

Head Office: 31/70-74 Philip Street, Parramatta NSW 2150 Australia

Ph: +61 422 657 983 Email: admission@ahhi.edu.au Website: www.ahhi.edu.au

Refund Request Form V3 Sept 2023

6. VISA REFUSAL – ONSHORE

In the event an on shore overseas student has had their student visa application refused based on breaches to student visa conditions or any of the above stated reasons from the ESOS Act, AHHI will not be providing the student with a refund.

7. VISA REFUSAL – OFFSHORE

In the event an off shore overseas student has had their student visa application refused, AHHI will undertake the following:

- Refund the amount of tuition and materials fees paid in advance
- Charge the published administration processing fee for the refund request
- Retain all non-refundable fees as listed in the Letter of Offer and Acceptance Agreement
- OSHC refunds will be provided as per health cover provider policy
- Refunds will be paid to the person or entity that originally paid the fees and, where possible, in the same currency in which the fees were paid within 28 days

REFUND TABLE	
TYPE OF REFUND	CALCULATION OF REFUND
STUDENT DEFAULT	
Unsuccessful Visa Application PRIOR TO COMMENCEMENT	100% refund of <i>all unused prepaid course fees</i> (Tuition and Non Tuition) less 1. Refund processing fee 2. Non-refundable admin fee
Withdrawal of enrolment more than 10 weeks prior to agreed start date	80% of tuition fees Unused material fees less 1. Refund processing fee 2. Non-refundable admin fee 3. Where a student has paid the package CoE fee (\$500) no refund will be provided
Withdrawal of enrolment 9 weeks prior to agreed start date	70% of tuition fees Unused material fees less 1. Refund processing fee 2. Non-refundable admin fee 3. Where a student has paid the package CoE fee (\$500) no refund will be provided
Withdrawal of enrolment 4 weeks prior to agreed start date	30% of tuition fees Unused material fees less 1. Refund processing fee 2. Non-refundable admin fee 3. Where a student has paid the package CoE fee (\$500) no refund will be provided
Withdrawal 14 working days prior to agreed start date	No refund
Withdrawal of enrolment after agreed start date	No refund
Visa cancelled due to actions of student eg Breach of Code of Behaviour, fraudulent documents, false statement/information, etc	No refund
PROVIDER DEFAULT Refunds will be paid in 14 days Course cancelled by AHHI	Full refund of unused tuition fee