

Academy of Information Technology

Terms and Conditions



The Academy of Information Technology (AIT) RTO 90115; PRV 12005; CRICOS 02155J is an approved Higher Education Provider and VET Provider which means that all students who meet the eligibility requirements for FEE-HELP or VET Student Loan Assistance may pay for all or part of their tuition fees for AIT's accredited qualifications.

The following documents have important information regarding AIT Policy & Procedures for all students. Before signing the *Student Contract* please review the documents listed below (available at www.ait.edu.au).

- Schedule of Tuition Fees (subject to updates)
- FEE-HELP/VET Student Loan Information
- Fees Policy
- Grievance, Complaints and Appeals Policy
- Change of Enrolment Policy
- Privacy Policy
- Statement of VET Tuition Assurance

1. Payment of Fees

International Students

- 1.1. First instalment of tuition fees must be paid in order to obtain a Confirmation of Enrolment (CoE) and must be paid no later than the date detailed in the student's offer of placement letter.
- 1.2. A non-refundable enrolment fee is applicable to international students and must be paid in full upon accepting an offer of placement and prior to the commencement of the first term.
- 1.3. With regard to continuing students, any additional fees – including tuition fees – must be paid no later than the payment dates specified by AIT.
- 1.4. While fees may be subject to change, any amount(s) detailed in an offer of placement issued by AIT prior to fee alterations must be honoured by AIT for the duration of the period/ course stated in the offer letter.
- 1.5. Students can access and are encouraged to regularly review their fee status through their personal profile on JIVI (secured). Students may share their JIVI login details with parents to allow them to view fee, attendance and assessment results information via the Internet.

Domestic Students

16. Domestic students who are eligible to defer their fee payments under the VET Student Loan and FEE-HELP schemes must complete and submit their enrolment confirmation before the Census date for each term.
17. Domestic students who are full fee-paying are required to pay the full fee in accordance with the terms of their invoice.

2. Overdue Payments

- 2.1. Where a student fails to submit payments within a timeframe set by the Academy, the student will be notified and cautioned via the following means in order of listing:
 - 2.1.1. A formal notice of overdue payment letter sent via mail to the student's address of residence. This notice will state the original due date for the payment, the original amount outstanding and the total amount due inclusive of the additional fee.
 - 2.1.2. A reminder notification via the student's Jivi account.
 - 2.1.3. A meeting with an AIT Student Services Advisor to discuss the student's circumstances.
- 2.2. Should a student fail to comply with the requirements communicated via means set out in paragraph 2.1, AIT reserves the right to;
 - 2.2.1. Suspend access to AIT facilities, lessons, computers and examinations.
 - 2.2.2. Withhold transcripts, certificates, other documentation and services.
 - 2.2.3. Suspend the student from studying at AIT within 10 working days of initial notification.
 - 2.2.4. Pursue legal action to recover the debt when necessary.
- 2.3. Where a student experiences difficulty paying tuition fees due to financial hardship, he or she may apply to pay his or her tuition fees under a payment plan. Payment plans may not be offered retrospectively and are not available to commencing students. Subject to the conditional clauses outlined below, AIT may, at its discretion, agree to the establishment of a payment plan provided that;

2.3.1. A written statement is submitted to an AIT Student Services Advisor along with relevant documentation that may be used as evidence of the student's financial hardship.

2.3.2. All terms and conditions of the payment plan are agreed upon by the student in writing.

3. Refunds

International and Domestic Students

3.1. Should AIT have made an offer based on incorrect or incomplete information provided by the applicant, the offer will be withdrawn and any refund will be at the discretion of AIT.

3.2. Where a student withdraws from a program or course after the payment of tuition fees, refunds will be issued within 4 weeks of notification of default from the student in writing and the following will apply:

3.2.1. Prior to commencement of study period

Where a student, after accepting an offer from AIT, gives written notice at least 4 weeks prior to the commencement of the first term, of his or her inability to undertake the program or course in which he or she is enrolled, this student may be eligible for a refund of paid tuition fees, less 25% of the total tuition fees paid and the non-refundable enrolment fee as applicable.

Should a student fail to give at least 4 weeks' notice of withdrawal from the program or course before the commencement date, this student may be eligible for a refund of paid tuition fees, less 40% of the total tuition fees paid and the non-refundable enrolment fee as applicable.

3.2.2 After commencement of study period

Where a student gives notice of his or her inability to continue the program or course after commencing his or her studies at the Academy, this student shall not be eligible for a refund. Should the student be enrolled in package courses, no refund will be granted in the event of cancellation or withdrawal on any part of the package after the commencement of the first course.

3.3. AIT may, at its discretion, provide a full or partial refund where;

3.3.1. The student is unable to continue the program or course due to illness or disability that can be verified by a certified medical practitioner.

3.3.2. Other extenuating circumstances that prevent the student from continuing the program or course.

3.4. AIT will provide a full refund where;

3.4.1. AIT fails to provide the program or course into which the student has enrolled. In these circumstances the refund will be paid within 14 days.

3.4.2. The student has been refused a student visa by the Department of Immigration and Citizenship or other Australian government authority.

35. Any payments made by a student that exceed the amount(s) owed to the Academy will be refunded in full at the Academy's earliest convenience. Should the student be continuing his or her studies at the Academy, any excess payments will be credited toward future tuition payments.

36. Should the student breach any terms and conditions set out in the contract signed with the Academy, no refund will be offered.

37. Refunds must be requested in writing by the student and should be lodged directly to a Student Services Adviser. Refunds are made in Australian dollars and are processed within 4 weeks from the date that the written request was submitted by the student.

38. Refunds may only be issued directly to the student in question, with the exception of underage students. With regard to students under the age of 18, refunds may be paid to parent(s) or guardian(s) unless AIT receives written approval from them consenting that the refund may be issued directly to the student.

39. Domestic students who withdraw from their enrolment before census date are entitled to a full refund. Late withdrawal fees may apply.

4 Provider Default

In the unlikely event of default by AIT, a refund of all tuition fees paid on a pro-rata basis within two weeks of the date of default. The student is entitled to receive a statement explaining the refund calculation.

Provider default can include the course not starting on the agreed starting day, the course ceasing to be provided at any time after it starts but before it is completed, and the course being discontinued before the student's scheduled completion. This agreement does not remove the right to take further action under Australia's Consumer Protection Laws nor does it prevent the student from pursuing other legal remedies.

5 Privacy Laws and Sharing of Information

Sydney Campus: Level 2, 7 Kelly St Ultimo NSW 2007; Level 3, 118 Walker St North Sydney NSW 2060. **Melbourne Campus:** Level 8, 120 Spencer St Melbourne VIC 3000
T:SYD 2 8355 3838 MEL: 3 8372 0000 W: www.ait.edu.au/ait-north-sydney-campus

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AIT follows all state and federal legislation and regulations regarding the privacy of students' information. AIT does not share or sell this information to any other parties. It is the responsibility of all overseas students to inform AIT of any change of address and/or contact details. Failure to do so is a direct breach of the student visa regulations. Information provided by the students to AIT may be made available to the Commonwealth and State agencies and the Fund Manager of the TPS.

Students of AIT who are under the age of 25 must also agree to allow AIT to provide academic information and attendance rates to their parents and/or guardians and to their education agents (if applicable).