

REFUND POLICY

Policy, Intent and Applicability

Hills International Institute (HIIE) accepts there will be occasions when a student may require a full or partial refund of fees or other payment.

We commit to assessing these requests promptly and fairly and providing students with a clear explanation of our decision. We will also provide students with a process to have our decisions independently reviewed if desired.

All cases will be individually decided on merit and according to this policy, our Equity in Education Policy, associated procedures and any relevant state or federal legislation or guidelines.

This policy does not remove the student's right to take further action under Australia's consumer protection laws or to pursue other legal remedies.

Publishing, Distribution and Promotion

Information about courses, course schedules, enrolment dates, withdrawal dates, withdrawal process, fees, charges and refunds is published below and in the HIIE Student handbook.

All Students prior to commencement receive a copy of this information via email and a copy is distributed with the Student Handbook on first day of a course.

Students are encouraged to contact HIIE should they wish to obtain further information or seek clarification about this Refund Policy.

COURSE UNAVAILABILITY, CANCELLATION OR CESSATION

In the event that HIIE is unable to provide a scheduled course, unit of study or VET unit of study, cancels a course, unit or VET unit of study, or an offer of a place to a student is withdrawn by HIIE no tuition fee liability will accrue to the student for that course, unit or VET unit of study. HIIE will attempt to make suitable arrangements for the student to complete the course, unit or VET unit of study at another institution, or offer the student a comparable unit or VET unit of study. If arrangements cannot be made to the satisfaction of the student, the student will receive a full refund of any tuition fees paid, for that course, unit of study or VET unit of study as described below for the applicable type of student. In this situation, a student does not need to make an application to receive the refund.

If a Statement of Attainment for unit or VET unit of study is requested by the student HIIE will issue the learner with their Statement of Attainment once their file has been AQF checked by HIIE's Compliance Team and all fees associated with completed units or VET units of study have been paid in full.

Eligibility

Eligibility requirements for a refund following a Student-initiated action, vary depending on the course of study, type of student and state or federal

Consideration of Application

Applications received by the HIIE RTO Manager will be acknowledged (by email or in writing) within five (5) business days of receipt.

If no further information or clarification is required from the student by HIIE the student can expect a decision on their application, in writing, within three (3) weeks of receipt. The decision making process will comply with the principles contained in our Equity and Fairness Policy.

If the student's application is rejected, we will provide a clear explanation as to why the Special Circumstances offered by the student were considered insufficient to justify a refund.

Review of Decision

Where a student is not satisfied with the initial decision regarding their refund application, they may apply for an independent internal review, in accordance with the HIIE Grievance and Review Policy.

Should the student remain unsatisfied following the internal review, further options are available to the Student, as outlined in the Grievance and Review Policy, for an independent external review.

How Refunds Will Be Paid

Where a refund is paid (either automatically or subsequent to a successful application by a Student) HIIE will process the payments as below.

Refund Amounts

Refund schedule for all Domestic Students

Withdrawal	Domestic Students
More than 5 days prior to enrolment start date	100% Tuition fees less non-refundable enrolment fee
Less than 5 days prior to enrolment start date	80% of tuition fees less non-refundable enrolment fee
Commencement of course	No refund However HIIE will consider each application on a case by case basis

Special Circumstances

HIIE will approve a student's application for refund if we are satisfied that some or all of the following Special Circumstances apply to the student's case.

It is the student's responsibility to provide sufficient background, independent supporting documentation or other evidence that the Special Circumstances exist.

Circumstances Beyond a Student's Control

Such circumstances include situations arising that a reasonable person would consider is not due to the student's action or inaction, either direct or indirect, and for which the student is not responsible.

These situations would generally be expected to be unusual, uncommon or abnormal.

Circumstances Impacting After Critical Dates

Such circumstances include situations arising that do not make their full impact on the student until on or after critical dates such as withdrawal date for a course, unit or VET unit of study.

The situation may be known before the date(s) but the full impact or magnitude may not become apparent until on or after the date(s).

Circumstances making it impractical to complete study requirements

These circumstances would make it impractical for the student to undertake the necessary private study required, attend sufficient lectures to meet attendance requirements, complete the required assessment work or sit required examinations.

Such circumstances would include:

- Medical circumstances (e.g.: if a student's medical condition has changed to an extent that they are unable to continue studying).
- Family or personal circumstances (e.g.: death or severe medical problems within a family, or unforeseen financial difficulties, so that it is unreasonable to expect a student to continue study).
- Employment related circumstances (e.g.: if a student's employment status or arrangements have changed to an extent that the student is unable to continue studies and this change is beyond their control).
- Course related circumstances (e.g.: if HIIE has changed the unit of study or VET unit of study and the student is disadvantaged by not being able to complete the unit or VET unit of Study and a credit cannot be given towards another course, unit or VET unit of study).

What are not considered Special Circumstances?

Special Circumstances do not include the student's:

- Lack of understanding of study requirements or HIIE policies procedures and guidelines.

Further Information

- Further information or clarification regarding this policy can be obtained by contacting the HIIE RTO Manager