



STUDENT REFUND POLICY

Purpose

This policy outlines the principles for refunds and withdrawals for students studying with AIB. The associated [Student Refund Procedure](#) and [Special Circumstances Applications Procedure](#) detail operationalising this policy.

Scope

This policy applies to all students who are studying accredited AIB Courses.

Definitions

Unless otherwise defined in this document, all capitalised terms are defined in the [glossary](#).

Policy

1. Principles:

- (a) The application of student refunds will be based on fair and equitable processes.
- (b) The student refund and FEE-HELP balance re-crediting procedures will adhere to any applicable regulations, including but not limited to the *Higher Education Support Act 2003 (HESA Act)* and *Higher Education Standards Framework 2021 (Threshold Standards)*.
- (c) AIB does not wish students to incur any liability to pay for Subjects or Courses into which they have not deliberately and/or actively enrolled.
- (d) However, once a student has enrolled into a Subject and proceeded beyond the date on which refunds will be provided automatically if a student withdraws, AIB will not offer refunds other than in exceptional circumstances. The onus is on a student seeking a refund beyond that date to establish that the exceptional circumstances exist that give rise to a refund being the fair and equitable option.
- (e) In order to ascertain that students have deliberately and/or actively enrolled into a Subject and/or Course, AIB will provide students with appropriate information concerning their financial obligations and refund entitlements and rights during the application process.
- (f) Any member of the executive team has authority and discretion to approve any refund in exceptional circumstances.

Related Policies and Procedures:

Academic Integrity Policy and Procedure
Student Code of Conduct Policy and Procedure
Student Refund Procedure
Special Circumstances Applications Procedure
Withdrawal and Deferral Policy

Legislative References:

Higher Education Provider Guidelines
Higher Education Support Act 2003 (HESA Act)
Higher Education Standards Framework 2021 (Threshold Standards)

Responsibility:

Finance Director

Current Status:	Version 6.2
Approved By:	Chief Executive Officer
Date of Approval:	27 July 2023
Effective From:	1 July 2023
Previous Versions:	1 February 2023 10 February 2022 3 December 2020 2 July 2020 5 March 2020 29 May 2019 27 March 2019 7 February 2018 <i>Domestic Online Learning Student Refund Policy</i> 3 May 2017 24 May 2016 13 April 2013
Date of Next Review:	10 February 2025