NSW International Student Arrivals Pilot

Date Approved:	05.10.2021
Implementation Owner	Student Services Manager
Maintenance Owner	Group Quality, Accreditation & Compliance

Contents

1) Section 1 – Introduction

1) Purpose

This document refers to the obligations of enrolled students at the Academy of Information Technology Pty Ltd (AIT) participating in the NSW International Student Arrivals Pilot Plan (NSW Pilot). It specifically relates to refunds of costs for flights and quarantine where a student cancels prior to departure from their source country.

2) Scope

This policy applies to all international students enrolled at AIT participating in the NSW Pilot.

3) Definitions

Word/Term	Definition
Cancellation	Cancellation of enrolment by the student prior to commencement of the course
Withdrawal	Withdrawal from a course by the student on or after commencement of the course
Flight cancellation	Student cancels their flight and forfeits their place in the NSW Pilot
Administration fee	A fee of $250 levied against the student to cover administration costs associated with cancellation/withdrawal/change of start date

2) Section 2 – Procedure

1) Cancellation/Withdrawal

Requests for cancellation/withdrawal must be made in writing no less than 4 weeks prior to departure from source country:

Flights and quarantine costs are refunded, less an administration fee of $250.

Where the request for cancellation/withdrawal is received less than 4 weeks prior to departure from source country:
- All costs and charges will be applied.
- If the students' place can be reallocated at least 1 week prior to departure from their source country 75% of quarantine costs will be refunded, less a $250 administration fee. Flight refunds are applied in accordance with the airline terms and conditions of booking and a travel agency cancellation fee of $60 will apply.

Cancellation: Student Services manage cancellations/withdrawals for continuing students and Admissions do so for new students. The relevant department will process updates to student records:
- i) Change Application Status in SASS to "Cancelled".
- ii) Pass Request to Change Enrolment Form to QAC accounts for processing of refund.
- iii) Cancel CoE, enter "Non-commencement of studies" in SCV Reason.
- iv) Update PRISMS

Withdrawal: Student Services will process updates to student records:
- i) Change Study Status in SASS to "Ceased".

2) Deferral
- i) Once a student has submitted an EOI and has been appointed a place on a flight to Australia deferrals are not permitted.

3) Change of Start Date

Requests to change the start date of a program prior to commencement must be made in writing no less than 6 weeks prior to departure from the source country.
Where it is possible to transfer the student to a different flight within the NSW Pilot an administration fee of $250 will be applied.

Where a substitute student cannot be placed on the flight the change to start date will not be approved and the students will be liable for full costs of flights (in accordance with airline booking terms and conditions) and quarantine plus a $250 administration fee.

4) Publication

This procedure is published on the websites of AIT to ensure students have up-to-date and accurate information publicly available to them.

3)Section 3 – Change History

Version	Approval date	Department	Approved by	Change
V1.0	5 October 2021	Group Quality, Accreditation & Compliance	General Manager	New policy fit for purpose
		Technology & Design Division	General Manager	
V2.0	16 March 2023	Group Quality, Accreditation & Compliance	EGM	New template