

Refunds and cancelling, withdrawing or not completing your course policy

Cancellations refer to students notifying Basair Aviation College prior to the start of a course that they will not be commencing the course. Whether students are entitled to a refund depends on the nature of their cancellation. Please note that all monies paid by students for a course that does not go ahead will be refunded by Basair Aviation College within 28 days. No refund will be given to any student who breaches their visa conditions, is terminated from their course from is misconduct or noncompliance with regulations or who fails to meet course requirements.

If a student is refused a study visa for Australia, a full refund of the application fee will be refunded to them within 28 days after a written claim is submitted by the student together with copies of the original visa application and the refusal letter from the Australian Embassy or Consulate. The application fee will not be refunded if Basair Aviation College receives notice of cancellation within two weeks of the start of the course.

Withdrawals refer to students who wish to finish their course after they have begun it. Students are only eligible for a refund of tuition fees after they formally withdraw from a course. To formally withdraw from a course, students must complete the enrolment variation form and email the completed form to the campus student administrator.

There is specific Australian Government legislation for refund policies for certain types of students. Basair Aviation College's refund policy for students on a student visa is as follows. Please note that it applies to those who have not been deemed ineligible for a refund as per the ineligibility clause above.

- Students are not eligible for a refund where ESOS tuition assurance arrangements have been activated and the student has elected the ESOS course assurance option for that study period
- Students are eligible for a refund of all tuition fees paid for a study period if they formally withdraw from the course on or before the census date for that study period
- Where a student withdraws from a study period after the relevant census date, the student will not be eligible for any refund for tuition fees paid for that study period
- The census date for each study period is included in the letter of offer to the student
- Students are eligible for a refund of all non-tuition fees that have been paid directly for an item, and that item has not yet been delivered to the student. This includes flight tests

Basair Aviation College's refund policy for students who are entitled to VET Student Loans assistance for the course. Please note that this applies to those who are entitled to VET Student Loans and either do or do not access it. Please note that it applies to those who have not been deemed ineligible for a refund as per the ineligibility clause above.

- Students are not eligible for a refund where VET tuition assurance arrangements have been activated and the student has elected the VET course assurance option for that unit of study
- Students are eligible for a refund of all tuition fees paid for a unit of study if they formally withdraw from the course on or before the census date for that unit of study
- Where a student withdraws from a unit of study after the relevant census date, the student will not be eligible for any refund for tuition fees paid for that Unit of Study
- The census date for each unit of study is included in the letter of offer to the student
- Students are eligible for a refund of all non-tuition fees that have been paid directly for an item, and that item has not yet been delivered to the student. This includes flight tests

Basair Aviation College's refund policy for all other students. Please note that this is for those students who have neither been granted a student visa to enable them to stay in Australia while studying a course at Basair Aviation College nor are they entitled to VET Student Loans for the course nor has the student been deemed ineligible for a refund as per the ineligible for a refund clause above.

- Students are eligible for a refund of all tuition fees paid for a unit of study if they formally withdraw from the course prior to the census date for that unit of study
- Where a student withdraws from a unit of study after the relevant census date, the student will not be eligible for any refund for tuition fees paid for that unit of study
- The census date for each unit of study is included in the letter of offer to the student
- Students are eligible for a refund of all non-tuition fees that have been paid directly for an item, and that item has not yet been delivered to the student. This includes flight tests

All refunds will be paid to the bank account nominated by the student within 20 working days.

This refund policy, and the availability of complaints and appeals processes, does not remove the right for a student to take further action under Australia's consumer protection laws. Basair Australia Pty Ltd's dispute resolution process does not circumscribe the student's right to pursue other legal remedies.

You will recall that the Basair Aviation College Course Information Section details durations of our courses. Specifically, the duration of AVI50215 Diploma of Aviation (Commercial Pilot Licence – Aeroplane) is 42 weeks and the duration of both AVI50415 Diploma of Aviation (Instrument Rating) and AVI50510 Diploma of Aviation (Flight Instructor Rating) are 16 weeks. It is expected that students will have passed their commercial pilot licence pre-licence assessment by the end of the 42 weeks and their instrument flight rules and/or flight instructor pre-licence assessment at the end of the 16 weeks. If students on any of these courses have not, they will be:

- Given 3 additional months to use any balance left on their account for flight training. The flying account can only be used for flights, landings, briefings and incidental charges by Basair Aviation College, for example flight cancellation charges. No refund will apply after these 3 months
- Charged for all flights after the 42 weeks or 16 weeks (depending on their course) at the price applicable on the date of the flight. These prices are advertised in the reception area of each campus (please contact us or ask us)
- Charged the published price for all landings and briefings that are required beyond the allocated 42 weeks or 16 weeks (depending on their course)

In addition, for students undertaking AVI50215 Diploma of Aviation (Commercial Pilot Licence – Aeroplane), they are liable to miss their place on AVI50415 Diploma of Aviation (Instrument Rating) and the AVI50510 Diploma of Aviation (Flight Instructor). These courses will be held for them for no more than 3 months after the 42 weeks. After these 3 additional months, enrolment in further courses will be cancelled, and they will receive a refund of the course fee, if paid, for their next course. Please note that a \$500 administration charge will be applied. To undertake a higher course, students will then need to reapply for it, and will be required to pay the new price for the course if the price has increased.

For students undertaking AVI50415 Diploma of Aviation (Instrument Rating), they are liable to miss their place on the AVI50510 Diploma of Aviation (Flight Instructor Rating) course. Their place on this course will be kept for 1 month after the 16 weeks. After this additional month, their enrolment in AVI50510 Diploma of Aviation (Flight Instructor) will be cancelled, and they will receive a refund of the course fee, if paid, for this. Please note that a \$500 administration charge will be applied. To undertake the AVI50510 Diploma of Aviation (Flight Instructor Rating) course, students will then need to reapply for it, and will be required to pay the new price for the course if the price has increased.