
Terms and Conditions

These Terms and Conditions apply to students enrolled in accredited Higher Education courses delivered by the Australian Institute of Management Education and Training Pty Limited trading as AIM Business School ('AIM Business School'), (TEQSA ID PRV12071), as well as any accredited Higher Education courses delivered for and on behalf of AIM Business School. Separate Terms and Conditions apply for the [ABS Microcredential courses](#).

- I hereby apply to enrol in the course commencing indicated on the Application for Admission form ('the Application'). I agree that on acceptance of the Application by the AIM Business School ('Acceptance'), the Acceptance will become the Contract of Enrolment ('the Contract') and further I agree to abide by the following Terms and Conditions of enrolment:
- I agree that it is a condition of my enrolment that I achieve satisfactory academic progress throughout my course at a rate that will enable me to complete the course in the nominated duration.
- I agree that I am required to use my best endeavours to meet the requirements of the course selected and to abide by the AIM Business School policies and procedures. I understand that if I breach any of the AIM Business School policies and procedures or my behaviour is deemed unacceptable by AIM Business School, my enrolment may be cancelled and I may not be entitled to any refund of the tuition fees or other charges paid to the AIM Business School under the Contract as applicable at that time. (Information on the AIM Business School policies and procedures is located on the website www.aimbusinessschool.edu.au).

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- I agree that all lessons and any related material supplied by the AIM Business School are secured by copyright, remain the property of the AIM Business School and must be returned to the AIM Business School on completion of the course. I understand that any unauthorised copying may constitute a breach of the *Copyright Act 1968* (Cth) (as amended from time to time).
 - Course fees include the cost of text books.
 - I agree to advise the AIM Business School of any change of my address and/or contact details while I am enrolled in any course.
 - The AIM Business School maintains a Privacy Policy which can be viewed at www.aimbusinessschool.edu.au. In addition to the provisions of this policy, I authorise the AIM Business School to release administrative information concerning my performance at the AIM Business School (including academic progress and attendance information) to any person who may lawfully require that information, as well as, agents and potential employers. If I do not agree, I must advise the AIM Business School in writing.
 - I acknowledge that I have read and understood the Student Grievances and Complaints Policy outlined in this document, and published on the website www.aimbusinessschool.edu.au.
 - I hereby acknowledge that I have read, understood and agree to the terms of the Enrolment Deferral Withdrawal and Refund Policy outlined in this document, and published on the website at www.aimbusinessschool.edu.au.
 - I have read and understood the Credit and RPL Policy and Procedure published on the website www.aimbusinessschool.edu.au.

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- I confirm that the Terms and Conditions have been made available to me prior to enrolling and understand that any variation of those stated Terms and Conditions of the Application for Enrolment will be done in writing, which includes updating the Terms and Conditions on the AIM Business School website.
 - I confirm that the Terms and Conditions of the AIM Business School payment providers have been made available to me prior to enrolling and as part of my application.
 - I understand that withdrawing after the Census dates carries financial and academic penalty.
 - AIM Business School complies with Australian Consumer Law and Fair Trade requirements relevant to each Australian State/Territory.
 - I understand that if any fees are not paid by the invoice due date, AIM Business School may charge a late payment fee. If AIM Business School deems it necessary to engage a debt collection agency to collect the outstanding amount, all costs associated with debt recovery will be added onto the outstanding debt.
 - I understand that student photos, video footage, details and achievements may be used for promotional purposes without written consent or notification. If you do not agree to publicity, please advise AIM Business School in writing.
 - The personal information collected during my enrolment at AIM Business School may be disclosed to the Commonwealth including the TPS or State or Territory agencies and designated authorities where required for compliance with associated legislation with which AIM Business School must comply.

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- All personal information will be handled in accordance with the ABS Privacy of Student Information Policy and Procedure.
 - It is my responsibility to keep a copy of the written agreement, payment receipts and all relevant attachments for my records.

Withdrawal and Refund Provisions

- I understand that I must apply in writing should I wish to cancel my enrolment in an AIM Business School course or withdraw from a Unit of Study, and that I can obtain a full refund of course fees related to that Unit of Study until close of business on the relevant Census Date. The date the written notification is received by AIM Business School is the effective Date of Notification of Withdrawal.
- I understand that if I transfer to another Unit of Study before close of business on the relevant Census Date the fees applicable to that new Unit of Study will apply, and that I am responsible for catching up on any facilitation that has already been provided.
- I understand that the Census Date is not less than 20% through each of the Study periods.
- I understand that if I advise in writing of my wish to cancel my enrolment in a course or withdraw from a Unit of Study after the Census Date there will be no refund and I will receive an academic penalty unless Special Circumstances apply as detailed in the Enrolment, Deferral, Withdrawal and Refund Procedure.
- I understand that administrative and non-course related fees are non-refundable at all times.

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- I understand that if I wish to transfer to a different FEE-HELP eligible course, I must complete a new Request for FEE-HELP Assistance Form prior to close of business on the relevant Census Date.
 - I understand that by agreeing to the Terms and Conditions and through the provision of the AIM Business School complaints and appeals process, this does not remove my right to take action under Australia's consumer protection laws.

Tuition Assurance Provisions

- I have read and understood the AIM Business School Statement of Tuition Assurance published on the website: www.aimbusinessschool.edu.au.
- I understand that tuition assurance for students is provided through the Australian Government's Tuition Protection Service (TPS) and that this legislation sets out what happens when an education provider defaults (that is, when a provider fails to start or finish providing a course to a student, or a student fails to start or finish a course with a provider).

Complaints, Grievances and Appeals Provisions

- I am aware that in the event of a dispute between an individual student and AIM Business School, internal procedures are in place to facilitate the resolution of the dispute.

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- I have read and understood the Student Grievances and Complaints policy and procedure which are published on the website: www.aimbusinessschool.edu.au
 - AIM Business School will ensure fair and equitable management of complaints, grievances and appeals by providing a transparent, timely and consistent process for resolving complaints, grievances and appeals.

Informal Complaints

- All students and prospective students are encouraged to resolve grievances through discussion with the persons or department involved.
- If the student / prospective student is not satisfied with the outcome they may choose to lodge a formal complaint via email to: absstudentsupport@aim.com.au.

Formal Complaints

- Students and prospective students must submit their formal complaint in writing via email to: absstudentsupport@aim.com.au
- The formal complaint must include the providing the complainant's name, contact details, details of the complaint and the steps already taken to resolve the complaint.
- Upon receipt of the formal complaint the Student Support will respond to the complainant in writing and acknowledge receipt of the complaint. The date of this notification becomes the commencement date of the complaint process.

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- The complaint will be investigated by ABS and the complaint will be addressed within twenty one (21) business days of the commencement date of the complaint process. If the complaint is not upheld, then the complainant will be given a written explanation detailing the reasons for that decision. The complainant will also be advised of their right to access the internal appeals process if not satisfied with the outcome of the formal complaint.

Appeals

- Where the student or prospective student is dissatisfied with the formal resolution, the student can lodge an appeal in writing addressed to the Student Support via email at absstudentsupport@aim.com.au. Student Support will acknowledge the appeal in writing Student Support refer to the appropriate Committee/ Panel.
- If the appeal is upheld the student / prospect will be informed of the action to be taken to resolve the matter.
- If the appeal is not upheld the student / prospect will be advised of the outcome and informed of the external appeals procedure.
- Depending on the circumstances of the case some bodies may require that the AIM Business School internal appeals process first be exhausted before making an external appeal.

Additional Costs

- Additional non-tuition and administrative fees are published on the AIM Business School website and are updated from time to time. Refer to

<https://www.aimbusinessschool.edu.au/how-to-apply/fees-and-payment-options>

Services

The AIM Business School reserves the right to change the particulars of the services, including changes to course and non-course related fees, courses, facilities and dates of programs where circumstances beyond the AIM Business School's control necessitate such changes or where the level of enrolments does not reach the minimum numbers required to operate a course viably. The AIM Business School also reserves the right to change course fees at its discretion and will give reasonable notice of any changes to associated fees and costs that may affect a student's ability to participate in study.

Change History

Version V1.2

Approval date 17/04/2023 Approval by Chief Executive Officer