

Course Cancellation and Refund Policy

A. Purpose:

Australian International College is committed to ensuring fair and equitable policies and procedures are in place regarding payment of any fees to the College. Australian International College is bound by the provisions of the *Education Services for Overseas Students Act 2000* (ESOS Act). This legislation governs the operations of Australian International College including cancellation of the enrolment and refund of student fees

B. Policy Statement:

Australian International College outlines the process regarding the cancellation of the enrolment and refund of fees to international students and applies to all course monies paid to Australian International College and includes any course monies paid to an education agent to be remitted to Australian International College.

This policy outlines Australian International College requirements for the following:

- a) Payment of course fees and refunds
- b) Student default
- c) Provider default
- d) Process for claiming a refund
- e) Your personal information
- f) Conditions of Enrolment

C. Procedures:

Payment of Course Fees and Refunds

- Fees are payable in advance
- All fees must be paid in Australian dollars
- Refunds will be reimbursed in Australian dollars and the payment sent to the applicant's nominated bank account as per the application for fees refund form.

Student Default

- No refund of tuition fees will be made where a student's enrolment is cancelled for any of the following reasons:
 - Notification of cancellation by the student less than 7 days prior to course commencement
 - Failure to maintain satisfactory course progress
 - Failure to maintain satisfactory attendance
 - Failure to pay course fees
 - Any behaviour identified as resulting in enrolment cancellation as outlined in Australian International College Deferral, Suspension or Cancellation of an Overseas Student Enrolment Policy.
- The student will be deemed to have defaulted if he/she cancels their course prior to commencement, does not commence the course on the commencement date, and/or fails to comply with Terms and Conditions of Enrolment and/or conditions of their visa

conditions.

- In cases where the student defaults prior to commencement, Australian International College will refund fees paid by or on behalf of the student in accordance with the Cancellation and Refund Policy within 28 days after receiving written notice.
- \$300 Administration Fee will be applied if the student cancels the course. The administration fee is applicable in any case.
- The amounts of refund depend on the date when the written notification for cancellation is received by Australian International College and are given below:

• If cancelled	• Amount to be refunded
• More than 28 days prior to the commencement of the course	• 70% of tuition fees and material fees paid
• between 28 – 7 days prior to the commencement of the course	• 50% of tuition fees and material fees paid
• Less than 7 days prior to the commencement of the course	• No refund

- If a student defaults after the course commencement, breaches his/her visa conditions, does not pay fees on time, or has their enrolment suspended or cancelled, no fees will be refunded to the student.
- In any case of student default, enrolment fee, CoE issue fee, credit card transaction fee, airport pick-up fee and accommodation placement fee are not refundable.
- Where 2 or more courses are packaged, the conditions apply to all elements. If enrolment fee is waived due to special conditions/offers, all refunds attract an administration charge of \$300. The course start date for packaged courses is taken to be the start date of the first course in the package.
- The deposit fee paid to secure the next course/s enrolled in package courses is not refundable or transferrable to any other course.
- The aforementioned course commencement date refers to the first day of the course enrolled, not the commencement of the term. No refunds will be issued after the course starts irrespective of instalment plan and term start dates.

Student Default (Visa Refusal)

- If a visa application is refused by the Department of Home Affairs (DHA) before or after the course commences, Australian International College will process refund in accordance with the Australian Government Education Services for Overseas Students (Calculation of Refund) Specification 2014. A full refund will be given, minus \$500, or 5% of the total amount of pre-paid fees received for the course (whichever amount is lesser).
- If a visa is refused for the following reasons, absolutely no refund will be provided:
 - False, fraudulent, or misleading information and/or documents submitted by either the student or their agent.
 - Where the student does not meet their visa conditions as detailed by the DHA.
 - Any other reason the DHA considers unlawful.

- The application for a refund must be made in writing to Australian International College together with a copy of visa rejection notification from the Australian Embassy/ High Commission/ Department of Home Affairs.

Provider Default

- In the unlikely event that Australian International College is unable to deliver a course in full, the student will be offered a refund in accordance with the Education Services for Overseas Students (Calculation of Refund) Specification 2014 which outlines minimum payment requirements in these circumstances. Refunds will be paid to students within 28 days of the default day
- Situations where a provider default may occur include:
 - The course does not start of the agreed starting date which is notified in the Offer Letter
 - The course stops being provided after it starts and before it is completed
 - The course is not provided fully to the student because the college has a sanction imposed by a government regulator
- Alternatively, the student may be offered enrolment in an alternative course by Australian International College at no extra cost to him/her. The student has the right to choose between a refund as outlined above, or to accept a place in another course. If the student agrees to accept an alternative (replacement) course or part of a course, to be provided to the student at Australian International College's expense, then Australian International College is relieved of its liability to make the payment.
- The student must advise Australian International College in writing whether or not they agree to the alternative arrangement.
- All refunds will include a statement explaining how the refund amount was calculated.
- If Australian International College is unable to provide a refund or place the student in an alternative course, the Tuition Protection Scheme (TPS) will place the student in a suitable alternative course at no extra cost to the student.
- If The TPS cannot place the student in a suitable alternative course, the ESOS Assurance Fund Manager will attempt to place the student in a suitable alternative course or, if this is not possible, the student will be eligible for a refund as calculated by the Fund Manager.
- The enrolment fee, CoE issue fee, credit card transaction fee, airport pick-up fee and accommodation placement fee are not refundable.

Process for claiming a refund

- Australian International College accepts refund applications made in writing. All refund applications must be made using Student Refund Application form available in the college and Australian International College website.
- Students need to fill Student Refund Application Form and submit it to the college in person, or through mail or e-mail.
- Australian International College will process the refund application upon receiving the written application.



- Australian International College will refund all refundable monies in accordance with the conditions of Refunds Policy within 28 days after receiving the written application.
- Payment of refunds will not be made in cash directly to the student, but transferred to the his/her overseas or Australian bank account or through the appointed agent
- Australian International College informs the student or agent through e-mail when the refund is made to the nominated bank account.
- In case of the student’s disagreement with the amount of refund, the student can appeal to Australian International College in accordance with Appeals and Complaints process.

Consumer Rights

Australian International College will notify students in the event that any of the following changes occurs that may affect the services being provided in this agreement. These include:

- a change in ownership of the RTO, and/or
- any changes to or new third party agreements that are put in place for the delivery of services outlined in this agreement

This agreement, and the right to make complaints and seek appeals on decisions and actions under various processes, does not affect the rights of the student to take action under Australian Consumer Law if the Australian Consumer Law applies.

D. Pro-forma and supporting documents

- Application for Fees Refund Form

E. Version Control

Version Control Details	
Modifications:	02/05/19 – version 5.1 - Policy revised against Australian Government Education Services for Overseas Students (Calculation of Refund) Specification 2014. 24/06/2019 – version 5.2 - Some statements and wording have been updated.
Review Date:	19 June 2021
Position Responsible for Policy:	Academic Manager
PEO Signature:	