

Refund Policy

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DOCUMENT REVISION

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1.0	01/09/15		Head of International Training	07/2016

Purpose

This policy explains the conditions under which Innovium Pty Ltd, trading as Site Institute International, may apply a refund or transfer of credit (for fees paid) to International Students in accordance with the ESOS Act.

Scope

This policy is applied to refunds to tuition and non-tuition fees and charges for enrolments for international students on a Vocational Education and Training Sector visa (subclass 572), enrolled in a CRICOS Registered program.

Compliance Reference

- Education Services for Overseas Students (ESOS) Act 2000
- Education Services for Overseas Students (ESOS) Regulations 2001
- Education Services for Overseas Students (Calculation of Refund) Specification 2014
- Migration Act 1958
- National Code of Practice for Registered Authorities and Providers of Education and Training to Overseas Students (The National Code) 2007
- Standards for Registered Training Organisations 2015

Definitions

CRICOS	Commonwealth Register of Institutions and Courses for Overseas Students
DIBP	Department of Immigration and Border Protection
ESOS Act	Education Services for Overseas Students Act 2000
ESOS Regulations	Education Services for Overseas Students (ESOS) Regulations 2001
National Code	National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2007
OSHC	Overseas Student Health Cover
TPS	Tuition Protection Service
UoS	Unit of Study
Commencement of Studies	The study period in which the student commence or was to commence the course
Pre-paid course fees	The course fees deposit received for a student before the commencement of studies

Background and general guidelines

1. All requests for refunds must be made in writing to Site Institute International.
2. Approved refunds will be deposited in an account nominated by the student. For international accounts, the bank fees will be deducted from the refund amount.
3. Where a written agreement is not in place, or if an a student's visa is refused (with exception in reference to 47D(5) of the ESOS Act 2000, refunds will be calculated in accordance with the Education Services for Overseas Students (Calculation of Refund) Specification 2014.
4. Student requiring a refund for Overseas Student Health Cover must contact their health fund provider to arrange their refund directly.
5. Refund requests can be submitted:
 - In person: to the International Student Support Officer; or
 - By Email to (from an international student or their agent): international@sii.edu.au

Administration Fees

Administration Fees will be charged for a successful refund request. This amount will be deducted from the amount to be refunded. Please see Refund Conditions below.

Refund Payment

Refunds issued due to visa rejection by the Department of Immigration and Border Protection (DIBP) must be paid directly to the student's account (ESOS Act).

All other approved refunds will be paid to the account nominated by the student

Eligible refunds will be processed within 4 weeks of receiving a completed Request for Refund – International Student application.

In accordance with the ESOS Act (as amended), SII will process eligible refunds within 4 weeks of receiving the completed refund application.

All refund payments will be made in Australian dollar amounts (AUD) at local rates.

Special Circumstances

Site Institute International understands that there are times where circumstances occur that are beyond the student's control. The Institute reserves the right to amend the refund policy where there is sufficient evidence that special circumstances may be applied in the best interest of the student and/or their immediate family.

Tuition Protection

The Tuition Protection Service (TPS) is an initiative of the Australian Government to assist international students whose education providers are unable to fully deliver their course of study. The TPS ensures that international students are able to either:

- complete their studies in another course or with another education provider or
- receive a refund of their unspent tuition fees.

SII meets its obligations to provide TPS for all international students on a Vocational Education and Training Sector visa (subclass 572). For more information go to: <https://tps.gov.au/StaticContent/Get/StudentInformation>

Provider Default

ESOS Act 2000

SII defaults in relation to an overseas student or intending overseas student and a course at a location, if:

- (a) Either of the following occurs:
 - (i) SII fails to start to provide the course to the student at the location on the agreed starting day;
 - (ii) the course ceases to be provided to the student at the location at any time after it starts but before it is completed; and
- (b) the student has not withdrawn before the default day

In the unlikely event that SII cannot offer or cancels a course the following options are available:

Category	Amount of refund for CRICOS courses or alternative arrangements
<p>Offer is withdrawn by the Institute before the course commencement, due to course cancellation or other circumstance (except when incorrect, incomplete, false or misleading information has been provided by student)</p> <p><i>Note: The international student may accept or reject an offer for an alternative course. If the offer is accepted a new Acceptance of Offer must signed for the new course</i></p>	<p>Student may be offered an suitable alternative SII course;</p> <p>Or</p> <p>SII may arrange for an alternative course with another registered CRICOS provider at SII's expense;</p> <p>Or</p> <p>Fully refund all course fees including incidental fees.</p>
<p>After course commencement the Institute cannot continue to offer or cancels the course or changes or ceases delivery at the agreed location.</p> <p><i>Note: The international student may accept or reject an offer for an alternative course. If the offer is accepted a new Acceptance of Offer must signed for the new course</i></p>	<p>Student may be offered an alternative SII course;</p> <p>Or</p> <p>SII may arrange for an alternative course with another registered CRICOS provider at SII's expense;</p> <p>Or</p> <p>Fully refund all course fees including incidental fees.</p>

Complaints and Appeals

International students who are not satisfied with the decision made by SII in regard to a Request for Refund may access the SII Complaints and Appeals process. Students must complete the full SII complaints and Appeals process before seeking an external Appeal.

The SII complaints and appeals process does not remove the right to take further action under Australia's consumer protection laws.

Complaints may be made to the Overseas Student Ombudsman <http://www.oso.gov.au/>.

Refund Conditions

Refund PRIOR to Commencement of Studies	Amount of refund
Visa rejection – Prior to commencement <i>Note: Copy of letter/email from DIBP required</i>	Full refund of all fees paid less a Cancellation Fee (\$500)
Political or natural disasters preventing the student from leaving their home country	Full refund
Unable to commence course because of serious illness, disability or death of immediate family members	Full refund
Course is no longer offered by the Institute	Full refund
Withdrawal at 28 days or more prior to commencing study for the first time	Full refund of all fees paid less a Cancellation Fee (\$500)
Withdrawal at more than 14 days but less than 28 days prior to commencing study for the first time	50% refund of tuition fees payable
Withdrawal less than 14 days prior to commencing study for the first time	No refund
Refund for continuing students	Amount of refund
Visa rejection – AFTER commencement <i>Note: Copy of letter/email from DIBP required</i>	Remainder of unspent tuition fees calculated and charged as a weekly cost less a Cancellation Fee (\$500) <i>(Refund amount=Weekly tuition fee × weeks in default period)</i>
Enrolment cancelled by the Institute due to false or misleading information	No refund
Enrolment cancelled due to academic or behavioural misconduct	No refund
Enrolment cancelled due to non-payment of full course fees	No refund
Enrolment cancelled due to: <ul style="list-style-type: none"> • Unsatisfactory course progress • Unsatisfactory attendance 	No Refund
Change of status to permanent resident	No refund
Withdrawal on or after the commencement date	No refund

Publication

This Policy is published on the SII website <http://SII.edu.au/International> and referenced in the following documentation:

- Application for Admission – International Student
- Letter of Offer – International Student
- Terms and Conditions for International Students
- International Student Guide and Handbook