

## Refund policy

### Purpose

Site Institute will issue refunds for unspent tuition fees in given circumstances, in accordance with the ESOS Act.

### Scope

This policy applies to refunds of tuition and non-tuition fees and charges for enrolments for international students on a Student Visa (subclass 500), enrolled in a Site Institute CRICOS Registered program.

### Definitions

**CRICOS.** The Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) is the register prescribed under section 14A of the ESOS Act.

**Education agent.** A person or organisation (in or outside Australia) who recruits overseas students and refers them to education providers. In doing so, the education agent may provide education counselling to overseas students as well as marketing and promotion services to education providers. Education agent does not refer to an education institution with whom an Australian provider has an agreement for the provision of education (that is teaching activities).

**Tuition Protection Service (TPS).** An initiative of the Australian Government to assist international students whose education providers are unable to fully deliver their course of study (known as a provider default). The TPS ensures that these 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.

### Policy stipulations

- 1.1 All requests for refunds must be made by the student on the *Application for Refund* form and submitted to Site Institute in person or by email.
- 1.2 Refunds issued due to visa rejection by the Department of Human Affairs must be paid directly to the student's bank account.
- 1.3 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.
- 1.4 Students requiring a refund for Overseas Student Health Cover must contact their health fund provider to arrange their refund directly
- 1.5 All refunds will be paid to the student, to a bank account nominated by the student, unless a written direction is received from the student to pay the refund to an education agent or other person.
- 1.6 Tuition fees are not transferable to other institutions or other students once the student has commenced their course.

- 1.7 Refunds will be processed and paid within four weeks of the receipt of the written application.
- 1.8 Payment will be made by electronic transfer.
- 1.9 Bank fees will be deducted from refunds made by overseas electronic transfer.
- 1.10 A cancellation fee will be charged as applicable.
- 1.11 Any refunds made prior to commencement of the course, or after commencement of the course, will be made in accordance with the table below

<b>Refund PRIOR TO Commencement</b>	<b>Amount of refund</b>
Visa refused by DHA	Refund of unused fees paid. Cancellation fee of 5% of the tuition fees paid or \$500, whichever is the lower amount
Cancellation of enrolment by student, more than 28 days prior to commencement of course	Refund of unused fees paid. Cancellation fee applies
Cancellation of enrolment by student, between 28 days and 14 days prior to commencement of course	Refund of 50% of fees paid
Cancellation of enrolment by student, less than 14 days prior to commencement of course	No refund
Political or natural disasters preventing the student from leaving their home country	Refund of unused fees paid. Cancellation fee applies
Unable to commence course because of serious illness, disability or death of immediate family members	Refund of unused fees paid. Cancellation fee applies
Provider default - course is no longer offered or provided by the Institute	Suitable alternative course (Site Institute or a registered CRICOS provider), OR Refund of unused fees paid. No cancellation fee applies
<b>Refund AFTER Commencement</b>	<b>Amount of refund</b>
Visa refused by DHA	Refund of unused fees paid. Cancellation fee of 5% of the tuition fees paid or \$500, whichever is the lower amount
Withdrawal on or after the commencement date	No refund
Change of status to Permanent Resident	No refund
Enrolment cancelled due to non-payment of full course fees	No refund
Enrolment cancelled due to unsatisfactory course progress, or unsatisfactory attendance	No refund
Enrolment cancelled due to academic or behavioural misconduct	No refund
Enrolment cancelled by the Institute due to false or misleading information provided by student	No refund

1.12 Site Institute will meet its obligations to provide TPS for all international students on a Student Visa (subclass 500).

1.13 Students who are not satisfied with a decision made by Site Institute in regard to a request for refund may access the Site Institute Complaints and Appeals policy.

## Procedures

Step	What	By whom	By when
1	Receive <i>Application for Refund</i> from student	Campus administrator	On receipt
2	Check that all information is fully completed, and signed and dated If not, return the form to the student for completion	Campus administrator	On processing
3	Check that any required supporting evidence has been provided. If not, advise the student that this must be submitted before the application will proceed	Campus administrator	On processing
4	Email the student to advise that the application has been received and that, if approved, a refund will be made within four weeks of receipt	Campus administrator	On processing
5	Approve or decline the application based on the criteria in table, as in 1.11 above	Campus administrator	On processing
6	Complete all fields of <i>Office Use Only</i>	Campus administrator	On processing
7	If a refund is approved, deduct an amount for any applicable cancellation fees or bank fees	Campus administrator	On processing
8	Make payment by electronic transfer to the bank account nominated by the student	Finance administrator	On approval
9	Advise the student in writing that: <ul style="list-style-type: none"> <li>The application was declined, citing the reasons</li> <li>The application was approved, and the amount of the refund paid, citing the reasons</li> </ul>	Campus administrator	On approval

## Relevant legislation

*Education Services for Overseas Students Act 2000*

*National Code of Practice for Providers of Education and Training to Overseas Students*

*ELICOS Standards*

*Education Services for Overseas Student Regulations 2001*

*Education Services for Overseas Students (Registration Charges) Act 1997*

*Education Services for Overseas Students (TPS Levies) Act 2012*

*Key Legislative Instruments*

**Related policies or forms** *Application for refund form*