

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. 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.
2. Refunds issued due to visa rejection by the Department of Human Affairs must be paid directly to the student's bank account.
3. Where a written agreement is not in place, or if 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. Students requiring a refund for Overseas Student Health Cover must contact their health fund provider to arrange their refund directly.
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.
6. Tuition fees are not transferable to other institutions or other students once the student has commenced their course.

7. Refunds will be processed and paid within four weeks of the receipt of the written application.
8. Payment will be made by electronic transfer.
9. Bank fees will be deducted from refunds made by overseas electronic transfer.
10. A cancellation fee will be charged as applicable.
11. Site Institute will meet its obligations to provide TPS for all international students on a Student Visa (subclass 500).
12. 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.
13. Eligibility for a refund of course fees paid does not infer eligibility for COE Release when students withdraw from their Principal Course within six months of commencement in their Principal Course.
14. Any refunds made prior to commencement of the course, or after commencement of the course, will be made in accordance with the table below.

Refund circumstances	Amount of refund
Visa refused by DHA	Refund of unused course fees paid.
Cancellation of enrolment by student due to: <ul style="list-style-type: none"> • political or natural disasters preventing the student from leaving their home country • student being unable to commence or continue in the course because of serious illness, disability or death of immediate family members 	Refund of unused course fees paid.
Provider default - course is no longer offered or provided by the Institute	Refund of unused course fees paid.
Withdrawal on or after the commencement date	Refund of unused course fees paid. A cancellation fee of \$500 applies.
Withdrawal from course due to change of status to Permanent Resident	Refund of unused course fees paid. A cancellation fee of \$500 applies
Enrolment cancelled due to: <ul style="list-style-type: none"> • non-payment of full course fees • unsatisfactory course progress, or unsatisfactory attendance • academic or behavioural misconduct false or misleading information provided by student 	Refund of unused course fees paid. A cancellation fee of \$500 applies

Procedures

Step	What	By whom	By when
1	Receive Application for Refund 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	Approve or decline the application based on the criteria in the Refund circumstances table above	Campus administrator	On processing
5	Complete all fields of Office Use Only	Campus administrator	On processing
6	If a refund is approved, deduct an amount for any applicable cancellation fees or bank fees	Campus administrator	On processing
7	Advise the student in writing that: <ul style="list-style-type: none">the application was approved, and the amount of the refund paid, citing the reasons, ORthe application was declined, citing the reasons,	Campus administrator	On approval
8	Make payment by electronic transfer to the bank account nominated by the student	Finance 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