

## InTech Institute of Technology

### Policy: Protection Of Fees Paid In Advance

**Creation Date:** 29 Sept 2006

**Version:** Nov 2007

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**Justification:** Separation of policies from \Policies and Code of Conduct Document into individual Policy Documents. Prompted by internal Audit with Mr. John Dwyer.  
Reviewed for compliance By Tony Watson, Helen, Christine for AQTF compliance  
Reviewed by Robin for ESOS National Code 2007 Compliance

(PROVIDER DEFAULT)

#### Policy

In the unlikely event that Intech Institute of Technology Pty LTD (Intech) is unable to deliver the course in full, Student will be offered a refund of all the course money paid to date. The refund will be paid to the student within two (2) weeks of the day on which the course ceased being provided. Alternatively, the student may be offered enrolment in an alternative by Intech at no extra cost to the student.

Student will have the right to choose whether to accept the full refund course fee or to accept a place in another course. If student choose placement in another course the student will have to sign a document to indicate that he/she accept the placement.

If Intech is unable to provide a refund or place a student in an alternative course our Tuition Assurance Scheme (TAS) – ACPET will place the student in a suitable alternative course at no extra cost to the student.

If ACPET cannot place the student in a suitable course, the ESOS Assurance Fund Manager will accept to place the student in a suitable alternative course or if this is not possible the student will be eligible for refund as calculated by the Fund Manager.

#### Procedure(s)

- InTech is a member of ACPET Tuition Assurance Scheme (TAS). The TAS scheme protects fees paid by overseas students to the college. In the event of a financial loss or closure of the business, ACPET TAS will place any affected students who have paid fees on advance to the College, into similar colleges at no extra cost to the students.
- As an extra protection of fees paid by overseas students, InTech belongs to the ESOS Assurance Fund. InTech abides by its refund policy in the event that it is unable to deliver agreed services to students – **Provider Default.**

#### Payment in Arrears after part of the course:

If InTech is unable to deliver course in full, the College will transfer student enrolment to an alternative course at no extra cost to the student.

#### Payment in Arrears after full the course:

If InTech is unable to deliver course in full, and because you have not paid any course money to the College you will be able to enrol in another course at your own expense.

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***Student Default***

- a. Refunds for student default apply to tuition fees only. Course monies (excluding tuition fees) will be refunded on a pro rata basis proportional to the amount of time the student was studying in the course, except where a non-refundable payment of behalf of the student has been made
- b. If the student does not provide written notice of withdrawal and does not start the course on the agreed starting date, only one term's (or ten weeks) tuition fees will be refunded from the annual tuition fee.
- c. The school will refund within 28 days of the receipt of written notification of withdrawal by the student (or parent(s)/legal guardian if the student is under 18) tuition fees paid by or on behalf of the student less the amounts to be retained as agreed and detailed below.
  - i. If written notice is received up to 4 weeks prior to commencement of the course, the school will be entitled to retain an administration fee. [include details of the administration fee]
  - ii. If written notice is received less than 4 weeks prior to commencement of the course 70% of the tuition fee will be refunded.
  - iii. If written notice is received within six months of the commencement date of the student's course, only one term's (or ten weeks) tuition fees will be refunded from the annual tuition fee.
  - iv. If written notice is received more than six months after the commencement date of the student's course no refund of tuition fees will be made.
- d. No refund of tuition fees will be made where a student's enrolment is cancelled for any of the following reasons;
  - i. Failure to maintain satisfactory course progress (visa condition 8202)
  - ii. Failure to maintain satisfactory attendance (visa condition 8202)
  - iii. Failure to maintain approved welfare and accommodation arrangements (visa condition 8532) [if applicable]
  - iv. Failure to pay course fees
  - v. Any behaviour identified as resulting in enrolment cancellation in Student Do's and Don'ts/Code of Conduct.