

**InTech Formalization of Enrolment
Standard of National Code Standard 3**

Date of development	Sept 2011
Responsibility for implementation	College Director
Due date for review	2013
Policy compliance	National Code Standard 3
Version	3.0

Purpose and Context

This policy is determined in accordance with the Education Services for Overseas Students (ESOS) Act 2000 and the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students (the National Code 2007).

2. Scope

College -wide (including InTech Institute of Technology agents and partners where relevant) This Refund Procedure applies in particular to international students studying onshore, and to those students who are 'overseas students' as defined in the National Code.

Refund Policy Terms and Conditions of Refunds, Deferrals or Withdrawals

1. Enrolment fees are non-refundable.
2. If you notify us of your intention to withdraw your enrolment before your arrival in Australia (on a visa granted to study at InTech) then you are eligible to receive a refund minus a \$250.00 administration fees.
3. No refunds will be given for notification of withdrawal which occurs after your arrival in Australia (on a visa granted to study at InTech). The exception to this is noted in paragraph five.
4. Once you have arrived in Australia (on a visa granted to study at InTech), no refund is available to participants who withdraw unless the student can provide a medical certificate or show extreme personal hardship. In that case, fees may be refunded on a pro-rata basis, minus the administrative fee/deposit. However, should participants wish to resume their studies at a later date, the original fee payment can be used as credit towards that course within twelve months of initial payment. Refund requests should be made in writing.
5. If you notify us of your intention to withdraw before your arrival in Australia (on a visa granted to study at InTech you are eligible for a refund as per 3 above, then the refund will be paid to you within four weeks of InTech approving your written request for refund provided you supply evidence that you have cancelled your visa to travel to Australia.
6. Any refund will be paid to the person or entity that originally paid the course fees and, where possible, in the same currency in which the fees were paid.
7. In the case of provider default, refunds cannot be covered by a written agreement. For international students such situations are covered by the ESOS Act 2000 and the ESOS Regulations 2001.
8. In the unlikely event that InTech Institute of Technology is unable to deliver your course in full, you will be offered a refund of all the course money you have paid to date. The refund will be paid to you within 2 weeks of the day on which the course ceased being provided. Alternatively, you may be offered enrolment in an alternative course by InTech Institute of Technology at no extra cost to you.
9. You have the right to choose whether you would prefer a full refund of course fees, or to accept a place in another course. If you choose placement in another course, we will ask you to sign a document to indicate that you accept the placement.

10. All other refunds are reviewed on a case by case basis and any refund will be substantiated by documentary evidence.

11. This agreement, and the availability of complaints and appeals processes, does not remove your right to take action under Australia's consumer protection laws.

Course Fee Refunds Procedures

Where a student believes that they have grounds for a course fee refund, students should:

- Submit a written request for course fee refund to the Overseas Contact Officer.
- State valid reasons for their course refund application. Send all supporting documents

When receiving a written course fee refund application the Overseas Contact Officer shall:

- Present the application to INTECH management
- Provide to the student in writing the resulting decision of INTECH management.
- Advise the student of their right to appeal the decision of INTECH management.
- Note that refunds will only be paid to the student or their nominated person.

Quick Refund Reference Table	
Enrolment Fee	\$250.00 No Refund
Tuition Fees	
Visa refused prior to course commencement	Full Refund – Enrolment fees
Withdrawal prior to agreed start date	Full Refund less application fees - \$250.00
Withdrawal after the agreed start date	No refund
Visa cancelled due to actions of the student	No refund
After arrival in Australia	No Refund
Course withdrawn by College	Full refund including enrolment fee
The College is unable to provide the course for which the	Full refund including enrolment fee
Visa extension is refused	Return of unused tuition fees*
Withdrawal from study	No Refund
Compulsory Health Insurance (Student Visa holders only)	Refund amount as provided by OHC fund
Under-18 fees	Full Refund of unused fees if two weeks' notice is given
All other Refund Request	Evaluated on a case by case basis depending on the evidence and circumstances provided.