



COURSE FEE REFUND POLICY

Standards for RTOs 2015 and ESOS ACT

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REQUIRE Documents

- ✓ Application for Refund Form

PURPOSE AND CONTEXT OF POLICY

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).

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

REFUND APPLICATION AND PAYMENT INFORMATION

Refunds of fees paid, less deductions provided for in this policy, will be made, if students apply in writing to the Accounts Department, as prescribed in this policy.

International students seeking a refund must complete and submit the Application for Refund Form, available from InTech. Appropriate supporting documentation needs to be included e.g. evidence of arrangements for departure from Australia, acceptance into another program of study, etc. They must include in their refund request letter, their contact details, and the reason for the request for a refund. Appropriate supporting evidence must be provided with the letter.

Refunds will be made to the person who entered into the contract within 4 weeks of receipt of a written application and will include a Refund letter explaining how the refund was calculated. In the case of provider default the refund will be paid within 2 weeks (section 27 ESOS Act 2000) from the date that application received.

InTech reserves the right to retain the amount of any agent fee incurred by InTech in recruiting a student, in addition to any other amount InTech is entitled to.

FULL REFUND OF PRE-PAID FEES FOR STUDIES NOT UNDERTAKEN

A refund of any pre-paid fees will be provided in the following circumstances:

- The course in which the student is enrolled does not start on the agreed starting date indicated in the offer letter; or
- The course stops being provided to student after it starts and before it is completed; or
- The course is not provided fully to the student because the Institute has a sanction imposed by the government regulator; or
- If the student's application for a student visa is refused such that the student cannot

undertake studies in Australia, a Full refund will be given, less no more than the lesser of AUD\$500.00 (Administration fee) and 5% of the Total course money received before default date. The student must provide proof of refusal from the Australian Government or else a refund will not be granted; or

- If 8 weeks or more prior to the student's course commencement date, the student indicates to the Institute in writing, that he or she wishes to withdraw from the course, a Full refund of fees received by the Institute less AUD\$500.00 Administrative Fee will be granted.
- Please note, in all of the above cases, course commencement date is the date indicated on the student's most current CoE.

PROVIDER DEFAULT

- In the 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 approved course offered by the College, at no extra cost to you. You have the right to choose whether you would prefer a 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.
- In the unlikely event of a provider not being able to continue to offer courses to students, students studying in Australian are protected under a Tuition Protection Scheme (TPS). Under this scheme students will be offered an alternate provider to study the same course/qualification or given a refund of unused tuition fees. The TPS Director may recover from a provider as a debt, the amount equal to the amount paid for a student under the TPS.

Circumstances where no refunds will be provided

No refund will be provided in the following circumstances:

1. If the student notifies InTech Institute of Technology less than 8 weeks prior to the student's course commencement date that he/she wishes to withdraw from the course; or
2. If the student notifies InTech on or after the commencement date that he/she wishes to withdraw from the course; or
3. If the student defaults either before or after the commencement of his/her course.
 - Student default occurs when:
 - The student does not commence the course on the date specified in the student's COE and does not notify the Institute; or
 - The student fails to pay any monies for which he/she was liable to pay InTech, directly or indirectly; or
 - The student breaches a condition of student visa; or

- If after deferring, a student gives written notice that they do not wish to continue/start their studies.
- Misconduct or Misbehavior by the student

A student abandons his/her course without formally cancelling his or her enrolment with InTech. However, the balance of all fees due will be invoiced to the student.

Where a student has received a packaged offer for a combination of courses, and does not enroll in the second or subsequent course, the deposit paid for those courses shall be retained by InTech.

Note: The College reserves the right to withhold granting the Award attained by the student, if student fees remain outstanding.

The College reserves the right to retain the full fee paid where an offer was made on the basis of fraudulent documents.

ALTERNATIVE COURSE OFFER

InTech Institute of Technology may arrange for another course, or part of a course, to be provided to students at no (extra) cost to the student as an alternative to refunding course money. Where the student agrees to this arrangement, InTech Institute of Technology will not be liable to refund the money owed for the original enrolment.

This policy on the refund of tuition fees constitutes a written agreement between InTech and the international student for the purposes of ESOS Act 2000 as amended in 2012, ESOS Regulations 2001 and the National Code 2007. This agreement is formed when a student signs his or her acceptance form and pays the program deposit.

This agreement, and the availability of complaints and appeals processes, does not remove the right of the student to take action under Australia's consumer protection laws. InTech Institute of Technology's Complaints & Appeals procedure does not circumscribe the student's right to pursue other legal remedies.

NOTIFICATION TO THE TPS DIRECTOR

Under Section 46F InTech will notify DIICSTRE and TPS Director of provider default outcomes within 7 days of the alternative course or refund provided to the student/s.

COLLECTION OF FEES IN ADVANCE

InTech will not receive more than 50% of the students total tuition fees for a course before the student has begun the course unless the course has only 1 study period (24 teaching weeks or less).

InTech will not request the remainder of the tuition fees earlier than 2 weeks before the start of the students second study period.

COURSE FEES UPDATE

From 1 July 2012, Non-public providers are required to provide details of tuition fees received during a calendar month within 30 days of payment. This would be done via PRISMS.

PREPAID COURSE FEES- DESIGNATED ACCOUNT

InTech keeps separate designated account for student tuition fees before the student commenced the course and deposits funds within 5 business days of receiving them.

STUDENT RIGHTS

The Refund Policy of InTech does not remove the right to take further action under Australia's consumer protection laws.

The dispute resolution processes of InTech do not circumscribe the student's rights to pursue other legal remedies. InTech has a documented Student Complaints and Appeals Procedure by which it ensures that students will be granted immediate access to the College's complaints and appeals process.

THE FEES CHARGED BY MEDIATORS;

The fees (exclusive of GST) for external mediators will be the lower end of the scale charged by mediation practitioners, as follows;

- Any matter involving students or staff \$80.00 per hour
- Any other matter \$120.00 per hour
- The College agrees to pay half the cost of mediation in fairness to the student
- The costs are only estimates
- **STUDENTS WILL BE NOTIFIED OF THE CHARGES PRIOR TO THE SERVICES BEING TAKEN**

CONSUMER PROTECTION LAW

This agreement does not remove the right to take further action under Australia's consumer protection laws. When acceptable documentary evidence is produced, refunds will be at the discretion of InTech. "This agreement, and the availability of complaints and appeals processes, does not remove the right of the student 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	\$500.00 No Refund
Tuition Fees	
Visa refused prior to course commencement	Full Refund – Enrolment fees
Withdrawal prior to agreed start date	Full Refund - application fees
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.