

FEE REFUNDS FOR INTERNATIONAL STUDENTS

Policy



RESPONSIBLE COMMITTEE:	Finance Committee
CATEGORY:	Financial Services
DATE APPROVED:	6 December 2005
DATE OF NEXT REVIEW:	December 2010
RELATED POLICIES AND DOCUMENTS:	ESOS Act 2000 ESOS Regulations

Introduction

The Australian federal government, through the Department of Education Science and Training has established regulations which govern the provision of educational services to students traveling from other countries to study in Australia. These regulations are called the *Educational Services to Overseas Students (ESOS) Regulations* and represent the administrative arm of the federal *ESOS Act 2002*.

An education provider is obliged under the *ESOS Act 2000* to pay a refund of tuition fees to overseas students in certain circumstances.

Scope

This policy applies to all tuition and other fees received from overseas students who are in Australia on a Student Visa issued by the Department of Immigration Multicultural and Indigenous Affairs (DIMIA).

Eligibility for fee refund

Applications for fee refunds will be considered under the following circumstances:

- 1 If notice is given no later than four weeks prior to the commencement of the course, any tuition fees paid will be fully refundable. If notice is received less than four weeks prior to course commencement, 75% of tuition fees paid will be refunded. No refund will be made if notice of withdrawal is given after course commencement.
- 2 If the applicant's visa to enter Australia has been refused, any tuition fees already paid will be fully refunded.
- 3 If a student needs to withdraw during the first semester due to circumstances beyond their control (such as personal illness or death of a family member), fees for the second semester may be refundable.
- 4 If a student enrolls in a course which the Institute is unable to offer, and notice of course cancellation is provided by the Institute before course commencement, any fees paid will be fully refunded.
- 5 If a student enrolls in a course which the Institute cancels before a student has completed all the course requirements, any fees payable for the uncompleted portion of the course will be fully refunded. Alternatively, the Institute may arrange for another course, or part of the course, to be provided at the Institute's expense. If the student agrees to accept this arrangement, the Institute is no longer liable to refund any tuition fees.
- 6 If there is a genuine reason for wishing to withdraw from the program at any time, careful counselling and consideration will be given to ensure that there is fair and reasonable treatment of both the student and the Institute.

Ineligibility for fee refund

Applications for fee refunds in the following circumstances will not normally be approved:

- 1 If false or misleading information or documents are provided prior to or at the time of enrolment.
- 2 If a student's visa is terminated because of non-compliance with student visa conditions.

3 No refund will be made if notice of withdrawal is given after course commencement.

Further refund entitlements

This policy does not remove the right of the student to take further action under Australia's consumer protection laws.

Applying for a refund

Refund applications must be made in writing to the International Programs Office as soon as practical after course withdrawal. Applications will be processed within four weeks of receipt of a claim from the student and approved refunds will be made to the applicant by cheque after the deduction of an administration fee of A\$200.

CRICOS provider code 01575G