

## POLICY STATEMENT

The aim of the Refund Policy is to be consistent with the requirements of the ESOS Act for international students and to ensure a fair and equitable process for issuing refunds to all students including domestic students.

- *TAIE acknowledges that all students should be encouraged to openly discuss expectations*
- *TAIE acknowledges that situations do arise whereby contracts, on the part of either party, may, as a result of unforeseen circumstances, be deemed unable to be continued*
- *TAIE will promote the principles of fairness, ethics and social justice in all dealings with students seeking refunds*

With these in mind, TAIE will:

- *Incorporate conflict management principles when resolving concerns over the issue of refunds*
- *Develop a refund process that is accessible and simple to follow*
- *Treat all applications for refund in a fair and equitable manner*
- *Advertise our Refund Policy in information given to students*

### PURPOSE

To ensure that a system is established at The Academy of International Education (Australia) ("TAIE") for the control of issuing refunds to students and to define the refund process for students in accordance with Standards for RTO's and Skills First Program.

### SCOPE

This procedure is used for assessing and processing refunds of tuition fees received from students undertaking accredited and non-accredited training programs and services offered by TAIE.

- Refunds will only be considered in the following situation:  
*All fees and charges have been paid prior to course commencement, unless a "payment plan" has been arranged with the Principal Executive Officer.*
- The following payments are not subject to refund (*If Applicable*) :
  - Application Fee
  - Accommodation Assistance Fee
  - Airport Reception Fee
- Tuition Fees are subject to refund in the following circumstances:

#### International Student

Student visa refused	<i>Full refund of tuition fees</i>
Withdrawal notified in writing and received by The Academy of International Education (Australia) 10 weeks or more prior to commencement of course	<i>75% refund of tuition fees</i>
Withdrawal notified in writing and received by The Academy of International Education (Australia) between 0-10 weeks prior to commencement of course	<i>25% refund of tuition fees</i>
Withdrawal notified in writing and received by The Academy of International Education (Australia) on the commencement date or after the course commences	<i>No refund of tuition fees</i>
Student's visa is terminated	<i>No refund of fees for their current semester. Tuition fees paid for future semesters or courses will be refunded less the first 10 weeks fees and 25% of the remaining fees.</i>
The course does not start on the agreed starting date that is notified in the offer letter	<i>Full refund of tuition fees</i>
The course stops being provided after it starts and before it is completed	<i>Refund of unexpended tuition fees where fees have been paid in advance</i>
The course is not provided fully to the student because the institute has a sanction imposed by the government regulator	

### Domestic Student

Withdrawal notified in writing and received by The Academy of International Education (Australia) 10 weeks or more prior to commencement of course	<i>75% refund of tuition fees</i>
Withdrawal notified in writing and received by The Academy of International Education (Australia) between 0-10 weeks prior to commencement of course	<i>25% refund of tuition fees</i>
Withdrawal notified in writing and received by The Academy of International Education (Australia) on the commencement date or after the course commences	<i>No refund of tuition fees</i>
The course does not start on the agreed starting date that is notified	<i>Full refund of tuition fees</i>
The course stops being provided after it starts and before it is completed	<i>Refund of unexpended tuition fees where fees have been paid in advance</i>
The course is not provided fully to the student because the institute has a sanction imposed by the government regulator	<i>Refund of unexpended tuition fees where fees have been paid in advance</i>

Full refunds will be made within 14 days of the date of any of the above three events, and will be accompanied by a written statement explaining how the refund has been calculated.

However, if the student agrees to accept an alternative (replacement) course or part of a course, to be provided to the student at TAIE's expenses, then TAIE is relieved of its liability to make the payment. The student must advise TAIE in writing whether they agree to the alternative arrangement.

### Domestic Students

Excluding above circumstances for refund to domestic students, after course commencement students who discontinue will not be entitled to any refund. Every effort will be made to negotiate the transfer of training in the event of a student's prolonged illness or personal hardship. However, no consideration can be given to extended absences for any other reason as there are costs associated in the preparation and commencement of training programs.

### Disciplinary

Tuition fees will be not refunded under the circumstances, where a student whose enrolment is terminated for failure to comply with TAIE's policies and procedures and or the requirements of their Student Visa by DIBP.

## RESPONSIBILITIES

The Director of Studies will be responsible for authorising refunds

The Principal Executive Officer for issuing of refunds.

The Administration Officer will be responsible for processing and recording refund applications

## DEFINITION

**Personal hardship** may include:

1. Personal illness
  2. Close personal family illness
  3. Financial difficulty due to unforeseeable event
- All circumstances of hardship must be proven beyond reasonable doubt.

## PROCEDURES

### REFUNDS

- It is the students responsibility to access the refund policy for evaluation of any refund eligibility
- If a refund is required, a completed Refund Application Form will be submitted to TAIE's administration
- TAIE's administration will reassess the application for refund eligibility
- Refund granted
  - TAIE administration will submit the completed refund application form to the Director of Studies for refund authorisation
  - The Director of Studies will forward the authorised refund application form to the Principal Executive Officer for payment release
- Non-refund granted
  - TAIE administration will submit completed refund application form to the Director of Studies for validation of non-refund
  - TAIE administration to advise student through written communication of the non-refund decision and an explanation on how the decision was reached
- This procedure should be completed within 20 working days of receipt of a refund application form

This agreement does not remove a student's right to take further action under Australian Consumer Protection laws or to pursue other legal remedies. Students who believe they have been charged an incorrect fee or given an incorrect refund are entitled to dispute the decision using TAIE's Complaints Procedure.

TAIE's Complaints Procedure does not circumscribe a student's right to pursue other legal remedies.

## SUPPORTING DOCUMENTATION

TAIE documentation which supports the implementation of this Policy includes:

- Refund Application Form
- Refund Log

## REVISION HISTORY

Revision	Date	Description of modifications
3.2	April 2012	
3.3	April 2013	Included History Table Updated job roles
3.4	October 2018	Updated and added Document Details

## Document Details

Document Name: Fees and Refund Policy & Procedure

Department: Finance

Approved: PEO

Next Review Date: October 2020

Policy Drivers: National Code 2018 standard 3, RTO Standards 5.3, ESOS Act & Regulations, Migration Act 1958

Circulation: All staff and prospective students