

POLICY STATEMENT

The aim of the Fees & Refunds 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.

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

Statement of Fees (Domestic/Local)

Course Code	Course Name	Length of Course	Nominal Hours	Skills First (Government subsidised)				Fee-for-Service (Non-Govt. Subsidised)		
				Concession Fees	Government Subsidised Fees	Indicative Individual Hourly Tuition Fee	Approx Value of Govt. Subsidy	Tuition Fee	Monthly Tuition Fee payable	RPL (Recognition of Prior Learning)
10725NAT	Course in Preliminary Spoken and Written English [^]	9 months	600	\$0	\$0	\$0	\$4,200	\$4,500	\$500/month	N/A
10727NAT	Certificate I in Spoken and Written English [^]	9 months	540	\$0	\$0	\$0	\$3,780	\$4,500		N/A
10728NAT	Certificate II in Spoken and Written English [^]	9 months	600	\$0	\$0	\$0	\$4,200	\$4,500		N/A
10729NAT	Certificate III in Spoken and Written English [^]	9 months	630	\$0	\$0	\$0	\$4,410	\$4,500		N/A
10730NAT	Certificate IV in Spoken and Written English [^]	9 months	580	\$0	\$0	\$0	\$4,060	\$4,500		N/A
SHB20216	Certificate II in Salon Assistant	6 months	345	\$0	\$0	\$0	\$3,450	\$4,000	\$666	\$2,500
SHB30416	Certificate III in Hairdressing	12 months	1015	Not Available				\$13,000	\$1,084	\$4,000
SHB40216	Certificate IV in Hairdressing	6 months	505	Not Available				\$6,700	\$1,116	\$8,000
SHB50216	Diploma of Salon Management	6 months	535	Not Available				\$6,200	\$1,033	\$8,000
SIT30616	Certificate III in Hospitality	12 months	502	Not Available				N/A	N/A	\$6,000
SIT40416	Certificate IV in Hospitality	12 months	835	Not Available				N/A	N/A	\$3,000
SIT50416	Diploma of Hospitality	24 months	1117	Not Available				N/A	N/A	\$3,000

[^] Foundation Skills courses per Skills First Program

Terms and Conditions

Fees quoted are inclusive of learning materials and resources unless specified otherwise. Course duration and hours are indicative only and depend on individual circumstances, for example students undertaking RPL (recognition of prior learning) or receiving credit transfers may require only a shorter period of time to complete. The student tuition fees as published are subject to change given individual circumstances at enrolment. Eligibility for the Victoria Government Skills First Program will be assessed at enrolment. Subsidised training is delivered with Victoria and Commonwealth Government funding. Enrolling in courses under Skills First program funding may impact further access to Government subsidised training

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
3.5	April 2019	Included Statement of Fees

Document Details

Document Name: Fees and Refunds Policy & Procedure

Department: Finance

Approved: PEO

Next Review Date: October 2020

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

Circulation: All staff and prospective students