



## INTERNATIONAL REFUND POLICY AND PROCEDURE

### RESPONSIBLE for:

**Ensuring Compliance:** Chief Executive Officer/ Quality Management Committee

**Directly Responsible:** Administration Manager

**Adhering to Policy:** All Company Personnel

### GOVERNING STANDARDS

The Directors of Heidelberg Corporate Group (HCG) and its associated companies require compliance against the standards of ISO9001, and any Legislation and Regulations that relate to Refunds. Information is available from the related Acts below,

Commonwealth legislation (information may not be limited only to these legislation)

- ESOS Act and Regulations 2000

The standards that govern this policy are the Standards for RTO's, 5.3 and the National Code 3.1.c

### PURPOSE

ETEA under the ESOS Act 2000 and the National Code 2007 must have in place a Refund Policy and Procedure which is to be provided international students studying in Australia on a student visa, before formalisation of their enrolment.

This Refund Procedure applies to:

- International students studying off shore, and to those students who are 'overseas students' as defined in the National Code.
- Staff of ETEA involved in the payment and refund of international tuition fees paid to ETEA.

### Definitions

**Tuition Fees** The fees received by ETEA, directly or indirectly, that are directly related to the provision of a Course that ETEA is providing, or offering to provide, to a student.

**Non-Tuition Fees** The money received by ETEA, directly or indirectly, that are indirectly related to the provision of a Course that ETEA is providing, or offering to provide to a Student and includes:

- the Application Fee as set out in the Schedule titled "Tuition and Non-Tuition Fees, and Charges Schedule" (PART B OF INTERNATIONAL ENROLMENT AND APPLICATION FORM)
- the Fees and Charges set out under the heading "Fees and Charges" in the Schedule titled "Tuition and Non-Tuition Fees, and Charges Schedule" (PART B OF INTERNATIONAL ENROLMENT AND APPLICATION FORM)

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- any amount received by ETEA that must be paid to a registered health benefits organisation on behalf of the Student; and
- the airport reception and accommodation booking fee

**Course Fees**

The course fees for a course is the sum of

- the tuition fees received by the provider in respect of the student; and
- the non-tuition fees received by the provider in respect of the student

**Method**

1. Refund applications must be made in writing to ETEA. Refunds will be refunded within 14 days of receipt of a written application and will include a statement explaining how the refund was calculated.

**1.1 Tuition Fees**

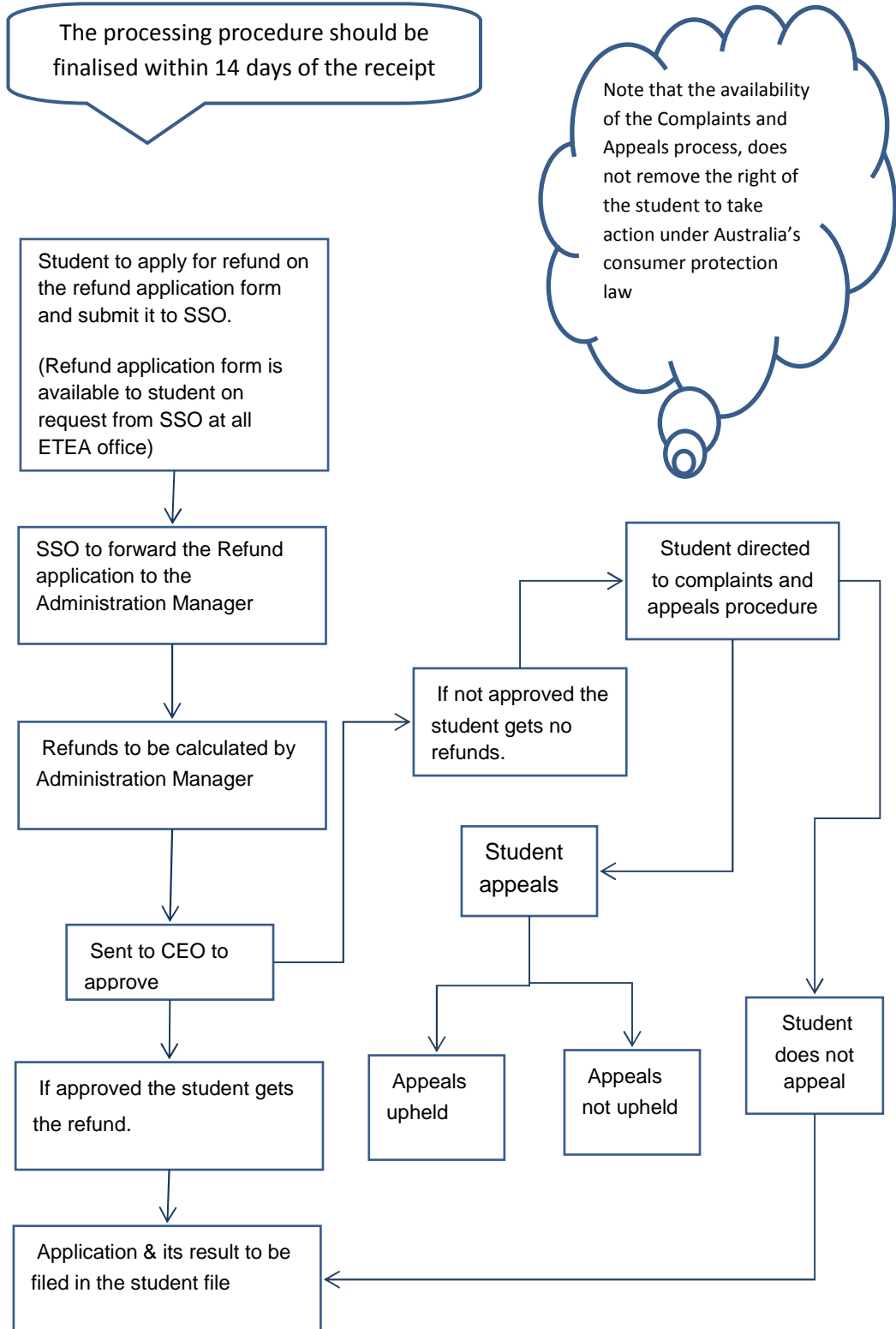
Visa refused before the student commences the course	Full refund of the course fees after deducting whichever is less of the following amounts: a) 5% of the amount of course fees received by ETEA; b) \$500
Visa refused after the student commences the course	Refund of unspent portion of tuition fees received by ETEA. Non-tuition fee will be non-refundable.
Withdrawal notified in writing and received by ETEA 28 days or more prior to course commencement	70% refund of tuition fees
Withdrawal notified in writing and received by ETEA less than 28 days prior to course commencement	No refund of tuition or non-tuition fees
Where ETEA cancels the course after the commencement date	100% refund of the unspent pre-paid tuition fees

2. Refund application requests must be made in writing on the Refund Application Form provided by ETEA. The refund application form is available on request from SSO at ETEA's office.
3. All refunds must be in accordance with ESOS requirements and the Refund Application Form signed by the student and maintained in their individual student file and in VETtrak.
4. A written explanation as to how the refund was calculated and a copy of the signed Refund Application Form must accompany student refunds.
5. Details of refunds provided must be maintained in individual student files.
6. The availability of the Complaints and Appeals process, does not remove the right of the student to take action under Australia's consumer protection law.
7. In the unlikely event that ETEA is unable to deliver the course in full; the student will be offered a refund of the unspent pre-paid tuition fees paid by the student. The refund will be paid to the student within 2 weeks of the day on which the course ceased being provided. Alternatively, the student may be offered enrolment in an alternative course by ETEA at no extra cost to the student. The student has the right to choose whether she/he would prefer the refund of the unspent pre-paid tuition fees, or to accept a place in another course. If the student choose placement in another course, she/he will be asked to sign a document to indicate that she/he accepts the placement.
8. Subject to clause 9, in the event that the course did not start on the agreed starting date (and the student has not elected to commence the course on a new starting date), or the course ceased to be provided by ETEA at any time after it started, but before it was completed, the student shall be entitled to a refund of the unspent pre-paid tuition fees paid by the student.
9. If clause 8 applies, then, the alternatives set out in clause 7 shall also be offered to the student and the student, if he or she accepts any alternative course offered to him or her shall accept in writing. If the student accepts the alternative course; then, no refund is payable to the student

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