



ETEA 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 Education Training and Employment Australia (ETEA) 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 2018 must have in place a Refund Policy and Procedure which is to be provided to international students studying in Australia on a student visa, before formalisation of their enrolment.

This Refund Procedure applies to:

- International students, studying in Australia on a student visa.
- Staff of ETEA involved in the payment and refund of international tuition fees paid to ETEA.

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Authorised by QMC		CRICOS # 02925E	RTO # 5089	Review:	24 months	
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Definitions

<i>Tuition Fees</i>	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.
<i>Non-Tuition Fees</i>	The money received by ETEA, directly or indirectly, that is indirectly related to the provision of a Course that ETEA is providing, or offering to provide to a student and includes: <ul style="list-style-type: none"> 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 Material Fees and Overseas Student Health Cover (OSHC) 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); and the airport reception and accommodation booking fee (if applicable)
<i>Course Fees</i>	The course fees for a course are the sum of <ul style="list-style-type: none"> 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

- 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

<p>Visa refused before student commences the course</p>	<p>Refund will be made after deducting the following:</p> <ul style="list-style-type: none"> a) non-refundable Application fee is deducted b) Lesser of 5% of total tuition course fee (includes tuition fee and material fee) or \$500.00
<p>Visa refused after the student commences the course</p>	<ul style="list-style-type: none"> a) No refund of fees paid by the student for the course student currently enrolled b) Student is liable to pay the balance (if there is any) of fee for currently enrolled/studying course c) If the student paid any advance fee for future courses refund will be paid after deducting the money owed to ETEA
<p>Withdrawal notified in writing and received by ETEA 28 days or more prior to course commencement</p>	<p>Refund will be made after deducting the following:</p> <ul style="list-style-type: none"> a) application fee is non-refundable b) 30% of total course fee (includes tuition fee, material fee and placement fee) student is about to commence is retained by ETEA. If payments received by ETEA is less than 30% of the total fee, student must pay the difference prior to approving the withdrawal. Any payments made by the student for other enrolments in ETEA will be used to adjust the payable amount.

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<p>Withdrawal notified in writing and received by ETEA less than 28 days prior to course commencement</p>	<p>Refund will be made after deducting the following: a) application fee is non-refundable b) 50% of total course fee (includes tuition fee, material fee and placement fee) for the course student is about to commence is retained by ETEA. If payments received by ETEA is less than 50% of the total fee, student must pay the difference prior to approving the withdrawal. Any payments made by the student for other enrolments in ETEA will be used to adjust the payable amount.</p>
<p>Withdrawal notified in writing and received by ETEA after course commencement</p>	<p>a) No refund of fees paid by the student after course commencement b) If there is any outstanding fee payable by the student for the course student is withdrawing it must be paid in full before ETEA approves the withdrawal. If ETEA received any payments from student for their future enrolments, those monies will be allocated to fee payable by the student. If fee payable amount is less than the fee received from the student, refund of difference will be made to student nominated bank account within 28 days of withdrawal approval</p>
<p>Where ETEA cancels the course after the commencement date</p>	<p>100% refund of the unspent pre-paid tuition fees</p>

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 act under Australia's consumer protection law.
7. The refund will be paid to the student within 14 days of receiving the Refund Application Form.
8. 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.
9. 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.
10. 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 there is no refund.

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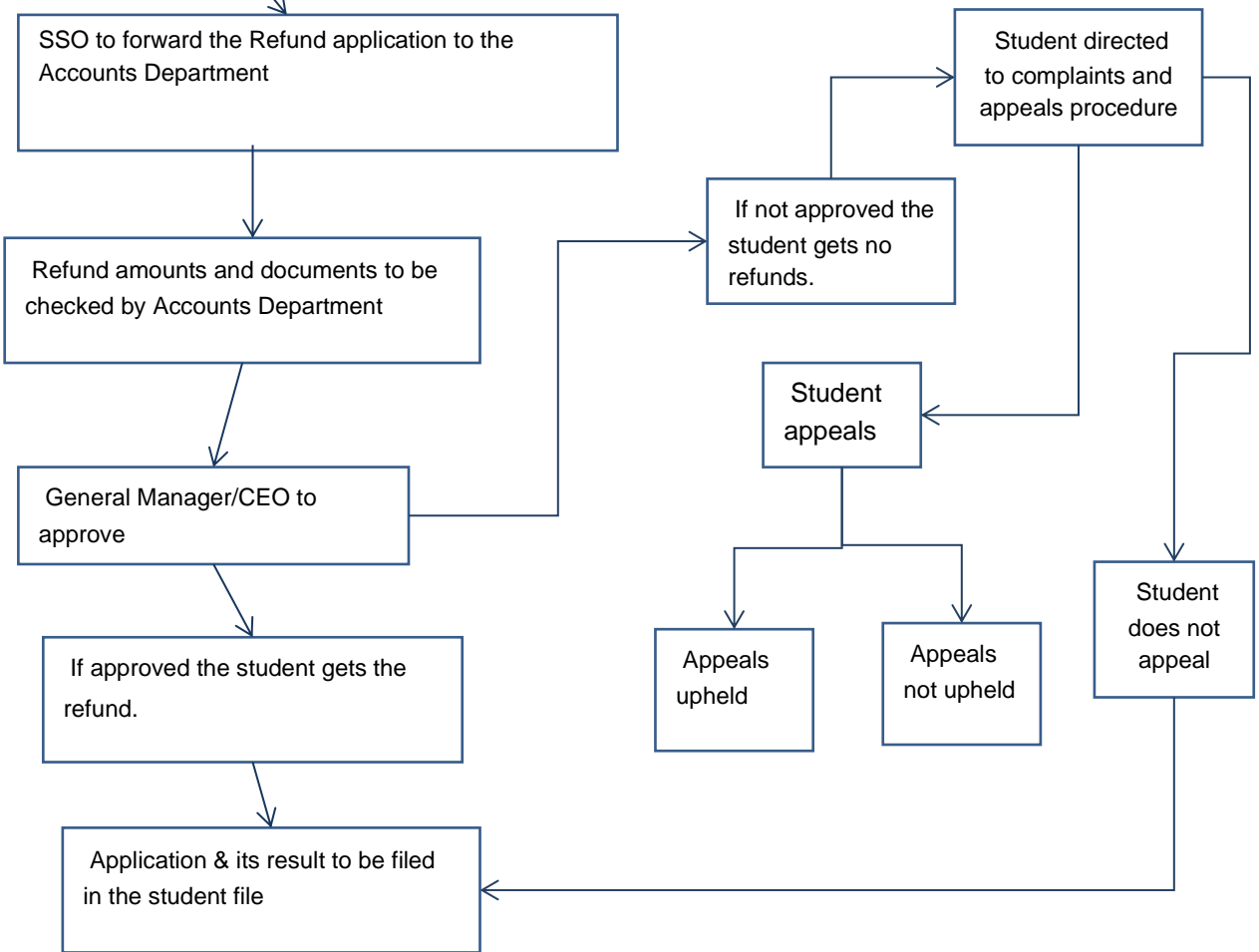
REFUNDS PROCEDURE

The processing procedure should be finalised within 14 days of the receipt of the application.

Student to apply for refund on the refund application form and submit it to SSO (for continuing students) and Admissions Officer (for students who have not started the course). SSO/Admissions Officer will calculate the refund amount and attach the required evidence.

(Refund application form is available to student on request from SSO at all ETEA office)

Note that the availability of the Complaints and Appeals process, does not remove the right of the student to act under Australia's consumer protection law



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