

P04 REFUND POLICY

Purpose

The purpose of this policy is to ensure that Queensberry College of Vocational Education adopts a refund policy that is fair to students who have valid reasons for requesting refunds and who give QCVE sufficient notice, while at the same time protecting QCVE from suffering economic loss that may be caused by refund requests that are not submitted within the required timeframe. The purpose of this policy is to set out the circumstances under which students may claim a refund and the associated procedures for handling refunds.

As per 'standard 3' .The National Code of Practice for Registration Authorities & Providers of Education & Training to Overseas Students 2018' this policy/procedure states that The Written agreements between registered providers and students set out the services to be provided, fees payable and information in relation to refunds of course money.

As per Standard 5 clause 5.3

The clause ensures that all the students are treated fairly and with honesty/integrity when applying for refunds. Application of refund is to be submitted to the admin/student support officer, and then after it is forwarded to the administration manager for the process in assessing the application.

Scope

This policy applies to any overseas offices or education agents collecting any student fees on behalf of the college. This policy and procedure applies to all the fees received from international students enrolled by Queensberry College of Vocational Education as well as fees received from all the prospective students who pay an advance fee when applying for a place at Queensberry College of Vocational Education.

Responsibility

Admissions officer has the responsibility to process the refund claims and provide the student details and fee status to CEO for approval.

CEO has the responsibility to make a final decision about all the refund claims.

CEO has the responsibility to effectively implement the policy and maintain this policy and procedure.

Any complaints or breaches in relation to this policy should be reported to the Chief Executive Officer in person or by email to:

Definitions

Application/Enrolment Fee: Covers the administrative costs of enrolment.

Agreed Start Date: Refers to the day on which the course was scheduled to start, or a later day agreed upon between QCVE and the student.

Course: A program of study leading to a qualification or an award. A course may comprise of units or modules.

International Students: All those students who are on either on a student visa or a temporary visa that allows them to undertake formal studies in Australia.

Course Fee: Tuition fee + non tuition fee

Pre-paid Tuition Fees: Tuition fees towards the course delivery, paid in advance prior to commencement of the course or a study period.

Pre-paid Non tuition fee: This includes, Materials Fee, Accommodation charge, Airport Pick up Fees, OSHC.

Materials Fee: Covers the cost of learning materials and resources provided by QCVE.

Unspent Fee: (Total tuition fee/No of Academic weeks) x weeks in default period (no of remaining paid academic weeks)

Principal Course of Study: Means the main or the final course of study to be undertaken by an overseas student where a student visa has been issued for multiple courses of study.

TPS: Tuition Protection Scheme (enacted on 20th of March 2012 as part of the Government's second phase response to the Baird Review) replacing Tuition Assurance Scheme and ESOS Assurance Fund.

Confirmation of Enrolment (CoE): The CoE provides evidence of a student's enrolment with a provider registered on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS). This evidence is required before DIBP will issue a student visa. The CoE contains information about the Provider, agent (if involved), course and duration of study in which the student has enrolled.

Course commencement date: The day when the course of study starts as identified as the "Commencement Date" on your CoE. The dates for all teaching sessions are available here.

ESOS Act: Education Service for Overseas Students Act 2000 (Cth).

Exceptional circumstances: Circumstances that involve something exceptional, compelling or compassionate that has affected a student and the cause of which was outside the student's control.

OSHC: Overseas Student Health Cover.

TPS (The Tuition Protection Service)

The Tuition Protection Service (TPS) is an ingenuity of the Australian Government to support international students whose education providers are unable to fully deliver their course of study. The TPS ensures that international students are able to either:

- Complete their studies in another course or with another educational provider or
- obtain a refund of their unspent tuition fees. "

In the not likely that your education provider is unable to deliver a course you have paid for and does not meet their obligations to either offer you substitute course that you accept or pay you a refund of your unspent prepaid tuition fees (this is called a provider's 'fail to pay obligations'), the TPS will support you in finding an alternative course or to get a refund if a suitable alternative is not found. The reforms intend to protect the extensive investment international students make in an Australian education, and to protect and improve Australia's universal reputation.

Some of the key points are as below:

- A fresh national TPS which will replace a range of existing tuition assurance arrangements.
- A limit of up to 50 per cent of total tuition fees may be collected prior to student commencement (except the course is 24 weeks or less).
- Precise providers to keep initial prepaid fees in a separate account until a student commence the course.
- Student refunds will be based on unexpended tuition fees (rather than on total course cost as previously)."

Requirements

- Refund requests must only be lodged using the 'Refund Request Form'.
- All the refunds for Provider Default and Visa Refusal is calculated as per Explanatory Guidance on the Education Services for Overseas Students (Calculation of Refund) Specification 2014, more information can be found on [https://internationaleducation.gov.au/Regulatory-Information/Documents/Fact%20Sheet%20ESOS%20refund%20specification%2040714%20\(2\).pdf](https://internationaleducation.gov.au/Regulatory-Information/Documents/Fact%20Sheet%20ESOS%20refund%20specification%2040714%20(2).pdf)
- Application fee is not refundable once it is paid.
- Refund of Material fee (Books, Uniform and toolkit fee where appropriate)

Material Fee paid in full will be refunded where,

- The student withdraws from the course at least 5 weeks prior to the course commencement.
- If Student was refused a student visa and the refusal was a reason for the student's failure to start the course on the agreed starting day for the course,
- At the discretion of the CEO, when other special or extenuating circumstances have prevented the student from commencing their studies.

Any other circumstances student is not eligible for a refund of material fee.

- Refund of OSHC, Airport Pickup and Accommodation charges

If students' refund application has been approved prior to course commencement, Queensberry College of Vocational Education will refund the Overseas Student Health Cover (OSHC) amount paid by students to the RTO. If students have commenced their studies and require a refund of OSHC Student will be required to apply to OSHC provider directly for reimbursement of amount paid.

- If students refund application has been approved prior to course commencement, RTO will refund any amount, which has not been paid to accommodation provider, Accommodation Placement Fee and Airport Pickup. In other

circumstances, where the money has been paid for, students are required to apply directly to the accommodation provider and Airport Pickup service providers for a refund.

- RTO does not take responsibility and is not liable for the refund policies of those service providers.

vi. No refunds for Visa refusal will be granted if the student is unable to produce evidence of Visa refusal by DIBP.

vii. The outcome of the fee request application will be communicated to the student in 14 working days and the refund will be processed in 28 days.

viii. Fees not listed in this refund policy are not refundable.

ix. A student may appeal against a decision made with respect to fees, including refunds, and the appeal must be lodged in writing according to the processes for appeals as detailed in the *Complaints and Appeals Policy*

FEE REFUND CONDITIONS	REFUND APPLICABLE
<p>1. Provider Default</p> <p>Provider default is applicable in the following situations.</p> <p>i The course does not begin on the agreed commencement date, or</p> <p>ii The course ceases to be provided at any time after it commences but before it is completed, or</p> <p>iii The course is not provided in full to the student because a sanction has been imposed on the registered provider or any other reason.</p>	<p>This applies to all students at Queensberry College of Vocational Education.</p> <p>In the unlikely event that the college is unable to deliver your course in full, you will be offered an alternative course at QCVE.</p> <p>In a situation, you do not accept this offer, refund of any unused course fee paid will be refunded.</p>
<p>2. In the event</p> <p>i. QCVE registration is cancelled by ASQA and ceases to operate as an RTO or CRICOS provider</p> <p>ii. QCVE fails to deliver the course as promised to the student.</p>	<p>Full refund will be paid to the students minus the non-refundable administration charges.</p>
<p>2. Visa refused before course commencement</p> <p>reference : https://internationaleducation.gov.au/Regulatory-Information/Documents/Fact%20Sheet%20ESOS%20refund%20specification%2040714%20(2).pdf</p>	<p>In the event that the student's visa has been refused, the refund amount shall be calculated as follows under section 9 of the refund specifications:</p> <p>The refund amount = the pre-paid course fee minus 5% of the course fee received up to a maximum of \$500</p>

3.	Visa refused after commencement date (includes extension to student visa) reference: https://internationaleducation.gov.au/Regulatory-Information/Documents/Fact%20Sheet%20ESOS%20refund%20specification%2040714%20(2).pdf	As per Section 10 of the ESOS act refund specifications, Unused pre-paid tuition fee will be refunded. Non-tuition fee including material fee will not be refunded.
4.	Visa cancelled due to breach of student visa condition/misbehavior	No refund
5.	Refund request in writing more than 5 weeks prior to course commencement	50% of pre-paid course fee will be refunded.
6.	Refund request in writing 5 and less than 5 weeks before commencement date	No refund
7.	Deferment to any following intake/s before the commencement of the course initially applied for due to personal reasons.	No refund
8.	Student request Cancellation on or after commencement date	No refund will be issued which includes all non-tuition fee paid to the college (Overseas Student Health Cover (OSHC), airport pick up, accommodation booking and board.
9.	QCVE cancels enrolment due to Non Commencement of studies	No refund
10.	Transferred to another provider	No refund
Conditions		
At the time of enrolment any Credit Transfer (CT)/ Recognition of Prior Learning (RPL) will be discussed & granted after the student provides sufficient evidence, If the Credit Transfer allows shortening of the duration of the course pro-rata fees will be worked out and offered to the student. Once the student accepts this offer, there will be no further reduction of the fee.		
Fees not listed in this refund section are not refundable. Prior to a student enrolling fees may be altered without notice. Once a student has completed enrolment, fees will not be subject to change for the normal duration of the course. If a course length is extended by the student then any fee increases will be required to be paid for the extended component of the course.		
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Procedures

1. Refund application requests must be made in writing on the student refund request form provided at Queensberry College of Vocational Education, or alternatively, the refund request form may be downloaded from the website(www.qcve.edu.au)
2. Filled in form must be submitted with the administration department.

3. The Administration Manager will process and approve the refund amount (if applicable) based on the circumstances listed above.
4. Refund will be made directly to the account stated in the refund request form and the student will be informed about the same via an email.
5. If the student is not eligible for any refund, based on the circumstances as stated below, the student shall be informed of the same via an email.
6. Any refund given will be recorded in the student management system so that each student's financial status is known.