

CRICOS International Student Fees and Refund Policy

Document Name and Number:	Version and Date:	Responsible Person:	Purpose and Comments:
CRICOS International Student Fees and Refund Policy	Jan 2022/V1.0	PEO and/or the CEO and/or nominee	Ensure compliance with National Code of Practice for Providers of Education and Training to Overseas Students 2018 and Education Services for Overseas Students Act 2000 (ESOS Act)

| Alliance College | RTO No 0137 | CRICOS Code 01774A |

Policy scope

The international student fee refund policy, in relation to tuition and non-tuition fees in the case of student default and provider default, must be known by students before they accept an offer.

Policy purpose

For any international enrolments all fees and a payment schedule will be disclosed in a letter of offer including accepted payment methods.

Applications for a refund should be submitted to the organisation using the "International Student Refund Request form" together with all documentary evidence in support of an application for a fee refund.

The document should state name, date of commencement and reason for cancellation of Enrolment noting that the organisation reserves the right to cancel the enrolment of a student whose progress or attendance falls below the standards required under the provisions of the ESOS Act; no refund of fees will be given.

Transfers to other educational institutions will be granted in accordance with provisions of the ESOS Act 2000. Any money transferred to other educational institutions will be in accordance with this refund policy.

Policy statement

Either prior to or at enrolment, it is mandatory for the student and when applicable their parent/carer to be advised of the organisation's fee schedule payment and refund arrangements.

Enrolment occurs when the student, and/or their parent/carer (when applicable), sign the **Letter of Offer** and will include all fees and charges together with any payment plan arrangements that have been agreed.

Refunds

- In case of the organisations default the Tuition Protection Service (TPS) will refund unexpended tuition fees if it is unable to provide the course described in the Letter of Offer. This refund will be paid within two weeks of the proposed commencement date of the course noting that it may take up to 20 working days for overseas transfers to be received. No written request is required.
- In cases of student default tuition fees will be refunded in the following circumstances:
- 100% of tuition fees paid will be refunded where:
 - the student is not granted a Student Visa by the Australian Government provided that a copy of the visa refusal letter is submitted to the organisation
 - no less than 10 weeks before the agreed starting date of the course
- Between 4 weeks and 10 weeks before the agreed starting date of the course, the student may receive a refund of 75% of first semester tuition fees less the organizational administration fees and 100% of any future semester tuition fees already paid.

If the enrolled course is ELICOS program, the student may receive a refund of 75% of the total course tuition fees less the organizational administration fees.
- Less than or equal to 4 weeks before the agreed starting date of the course, the student may receive a refund of 50% of first semester tuition fees less the organizational administration fees and 100% of any future semester tuition fees already paid.

If the enrolled course is ELICOS program, the student may receive a refund of 50% of the total course tuition fees less the organizational administration fees.
- Once the student has started their course, no refund of current semester tuition fees is available, 100% of future semester course fees may be refundable.

If the enrolled course is ELICOS program, no refund will be given, and the student will be held liable for any unpaid fees and the organizational administration fees as a result of the withdrawal.

- Tuition fees will not be refunded in whole or part:
 - where a student's enrolment is cancelled, deferred or suspended due to breach of student visa conditions, visa cancellation or failure to comply with conditions of enrolment and student related school policies, except where the CEO determines that there were compelling or compassionate

Students are required to complete a Request for a Refund form within 90 days of the action that has led to the refund request.

Other categories of refunds

VISA rejection (non-commencement) - Where a student's visa application is unsuccessful, 100% of all fees will be refunded, less organisational administration fees.

VISA rejection (course commenced) - Where a student's visa application is unsuccessful, but student has commenced studies, pro-rata refund of unspent tuition fees less the organisation administration fees. Student will be charged for the week(s) student actually attended, in accordance with the program charge rate. This will be calculated and charged as weekly cost for the used portion.

Entry Requirement not met - If the student does not meet the Minimum Entry Requirements or the conditions set out in the Letter of Offer on the agreed starting date of the course, 100% of all tuition fees will be refunded, less the organisation administration fees.

Student provides false or misleading information - No refund payable

Course cancellation - In the event of a cancellation or non-delivery of a course by the organisation 100% of all tuition fees including the organisations administration fees will be refunded. Students will also be given the option of transferring to the same course at another campus location, if available, or transferring to another CRICOS registered course. In this case, fees already paid will be applied to the new course. Students will receive a partial refund if

the cost of the new course is at a lower cost or will be required to pay the difference if the cost of the new course is higher.

Date changes to course - If the course does not start on the agreed date, and the student withdraws prior to the original date, 100% of all tuition fees including the organisations administration fees will be refunded.

Change of Visa status to Permanent Resident after commencement of studies
- No refund

Late Arrival - No refund for missed classes – fees may be charged for re-sit for missed sessions and assessments.

Student applies for deferral, then does not enrol, and requests a refund - Refund processed using the timelines of the original deferral request.

Successful Credit or RPL (Recognition of Prior Learning) Assessment - Any refund will be assessed case by case based on course credit assessment outcome, in accordance with the program charge rate

If a student 'fast tracks' and completes their course in a shorter time than what is specified in the Letter of Offer - No refund as tuition fees are for the qualification earned. Students need to be aware that the COE will be cancelled and the Department of Home Affairs notified of early completion of studies

Overseas student health cover (OSHC) – Subject to the student's health provider's refund policy.

Note

- all refunds will be paid within 20 working days
- for student initiated withdrawals, all education agent and administration fees are non-refundable
- refunds can only be provided to the specific student or any other specified person in the written agreement
- The duration of each semester is 26 weeks. E.g. the first semester of a course is the first 26 weeks of the course duration.
- refunds for compassionate and compelling reasons, including permanent residency grant, can only be approved by the CEO

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- In accordance with the written agreement, the organisation reserves the right to invoice the student the portion of fees owed by the student for services received from the organisation
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Legislative/statutory requirements

- [National Code of Practice for Providers of Education and Training to Overseas Students 2018](#)
 - Education Services for Overseas Students Act 2000 (ESOS Act)
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Associated documents

National Code 2018 Factsheets

[General Factsheet](#)

[Standard 1: Marketing information and practices](#)

[Standard 2: Recruitment of an overseas student](#)

[Standard 3: Formalisation of enrolment and written agreements](#)

[Standard 4: Education Agents](#)

[Standard 5: Younger overseas students](#)

[Standard 6: Overseas student support services](#)

[Standard 7: Overseas student transfers](#)

[Standard 8: Overseas student visa requirements](#)

[Standard 9: Deferring, suspending or cancelling the overseas student's enrolment](#)

[Standard 10: Complaints and appeals](#)

[Standard 11: Additional requirements](#)

Requirements

The requirements of the ESOS National Code must be met.

Risk Management

This policy assists the organisation to meet its obligations of students regarding.

Associated Documents

- Student enrolment form
- Letters of offer

Note

Any variations to this policy and associated information will be provided on the enrolment form and included within the CoE letter of offer and will be deemed to have been approved by the CEO.
