

# Refund Policy: Overseas Students

## 1 SCOPE

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This policy sets out the conditions under which the refund of course fees may be granted to overseas students, and defines how refunds will be administered by FIT Education.

This policy has been developed to satisfy the requirements of The National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018, known as 'the National Code 2018' Standards, Standards 2 & 3.

## 2 PURPOSE

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To provide for appropriate handling of student's payments and to facilitate refunds in the case of cancellation by either party. The refunds process will allow students the option to disengage from training in a manner in which a negative impact may be negated or reduced, depending upon notification time frame.

Unless otherwise stated, all refunds of fees will only be granted in accordance with this policy. The terms and conditions of this policy apply to all students, whether they are waiting to commence or are continuing studies.

## 3 POLICY STATEMENT

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Details concerning the scope of FIT Education Refund Policy are to be clearly disseminated to prospective students prior to contractual arrangements being made. Dissemination is in the form of the Student Handbook, Application for Enrolment and Letter of Offer.

The agreement between the student and FIT Education and the availability of Complaints and Appeals processes, does not remove the right of the student to take action under Australian Consumer Law.

## 4 GENERAL RULES

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- 4.1 The refund process reflects the commitment by FIT Education to hold places as booked by students and the amount of administrative resources consumed at the various stages.
- 4.2 The date of the notification for Refund Request is the date when the completed form is received by FIT Education. If the Refund Request is submitted without the necessary supporting documentation (e.g. Withdrawal Form) the date of application submission will be amended to the date when all supporting documentation is received.
- 4.3 Application for full or partial refunds must be requested in writing using the Refund Request Form – Overseas Students, and forwarded to the Administration Co-Ordinator of FIT Education. Verbal notification to FIT Education staff or agents are not valid.

- 4.4 Refund application WILL NOT be processed where the signature on the refund application form DOES NOT match the student's signature as shown on other documents provided by the student for admission to FIT Education.
- 4.5 Refund will NOT be granted if the student provides false or misleading information.
- 4.6 Refund will NOT be granted if the student withdraws on or after the commencement date of the course in which they are enrolled.
- 4.7 Refund will NOT be granted if a student breaches their VISA conditions, has their VISA cancelled, or fails to comply with conditions of enrolment and FIT Education related policies.
- 4.8 Refund will NOT be granted if a student has a change of status to Permanent Resident after commencement of studies.
- 4.9 The Administration Co-ordinator of FIT Education will process refund requests and if approved, arrange payment within 28 days.
- 4.10 Refunds will be paid in Australian Dollars into the nominated bank account.
- 4.11 To allow prompt settlement of refund requests, all advanced payments will be held in a nominated bank account by FIT Education until the course start date.
- 4.12 All debts to FIT Education must be settled and paid before any refund is calculated.
- 4.13 In case of a cancellation by the student or FIT Education , any outstanding fees to FIT Education become due with 7 (seven) days.
- 4.14 Any costs incurred by FIT Education to recuperate outstanding fees will be charged to the student.
- 4.15 FIT Education will provide the student with the resulting refund decision in writing.
- 4.16 Where a student is dissatisfied with a decision regarding their refund application, they may appeal that decision in accordance with FIT Education's Appeals process.
- 4.17 The refund policy is subject to annual review

#### **Refunds resulting from FIT Education Default**

In the unlikely event of FIT Education default, within 14 days of the default, FIT Education will:

- Offer the student an alternative place at FIT Education's expense, that is accepted in writing;  
OR
- Refund the student the unused portion of the prepaid fees.

If FIT Education is unable to provide a refund or place the student in an alternative course, then the student shall be referred to the Tuition Protection Service (TPS: [www.tps.gov.au](http://www.tps.gov.au)), who will place the student in a suitable alternative course or if a suitable course cannot be found, pay a refund as calculated by the TPS Administrator.

TABLE OF REFUNDS			
Type	Timeframe	Amount Refunded	Documents
<b>VISA Refusal</b>	At any time	All FEES minus the NON REFUNDABLE application/enrolment fee of AUD \$250.00	Refund Request Proof of VISA Refusal
<b>VISA Renewal Refusal</b>	After the course has commenced	Student is required to pay for the UOC/S completed on a pro-rata basis	Refund Request Proof of VISA Refusal
<b>Withdrawal, Transfer or Enrolment Cancellation</b>	Greater than 28 days before commencement of the course	All fees minus the non-refundable application/enrolment fee of AUD \$250.00 minus Agent Commissions Paid.	Refund Request Letter of Offer DSC Form
	Less than 28 days before commencement of the course	50% of Course fee. minus application/enrolment fee of AUD \$250.00, minus any Agent Commissions Paid	Refund Request Letter of Offer DSC Form
<b>Default by FIT Education</b>	At any time	Full Refund	Nil

## 5 RESPONSIBILITIES

The CEO of FIT Education has responsibility for development, review, monitoring, evaluation, implementation and approval of all FIT Education Policies.

## 6 RELATED LEGISLATION AND REGULATIONS

- The National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018, known as ‘the National Code 2018’ Standards
- Standards for Registered Training Organisations (RTOs) 2015, Standard 5 clause 5.3 and standard 7 clause 7.2
- Education Services for Overseas Students Regulations 2001
- Education Services for Overseas Students Act 2000

## 7 RELATED POLICIES, PROCEDURES AND DOCUMENTS

- Fees and Charges Policy
- Deferral Suspension Cancellation Policy

- Complaints & Appeals Policy
- Complaints & Appeals Procedure