

Purpose:

Skills Training Australia is committed to ensuring the fair and equitable management of student refunds and adheres to all relevant State and Commonwealth legislation regarding the administration of student fees.

Policy Outline:

Definitions

Student	International student
Refund	A process by which monies are returned to a student for services not conducted
Student Support Officer	Liaises with the student, representative and relevant Skills Training Australia staff members in the process of the refund of fees. Reports default, any changes to student enrolment and outcome of the refund process through PRISMS to meet regulatory requirements

When a student signs the Student Agreement accepting a place offered by Skills Training Australia and pays the fees, a binding contract is created between the student and organisation.

Fees indicated in the Letter of Offer are due before commencement of the course. The due date for subsequent payments is indicated in the payment schedule in the Student Agreement.

This refund policy and procedure does not remove the student's right to take further action under Australia's consumer protection laws. In addition, Skills Training Australia's grievance resolution process does not inhibit the student's right to pursue other legal remedies.

Procedure:

- Students must provide written notification to the Student Support Officer where an application to study at Skills Training Australia is withdrawn or cancelled. Any request for refund must be forwarded in writing to Skills Training Australia, addressed to the Student Support Officer.
- Excluding situations mentioned in section [Defaults by Skills Training Australia](#) below, the organisation will pay the refunds within 4 weeks after receiving from the student the written request for a refund with all the completed relevant supporting documents. A statement explaining how the refund is calculated will be provided.
- Where a refund is due, the tuition fees paid will be refunded as per the refund schedule, less any non-refundable fees.
- Refunds will be paid to the student, unless written authorisation is given by the student in favour of another party.

No refunds

Other than when a visa is refused before commencement of the course, no refund will be given for the following payments:

Administration/Enrolment fees, eCoE fees, accommodation placement fees, airport pick-up fees and any non-refundable fees other than tuition fees.

Please Note: Tuition fees are defined as fees directly related to the provision of the course, unless otherwise specified.

Student Default

A student is not eligible for a refund in the event of a student default. Situations of student default include the following:

- The student fails to pay an amount he/she was liable to pay Skills Training Australia, directly or indirectly, in order to undertake the course
- The student breaches a condition of his/her student visa
- The student fails to start the course on the agreed start day or attend classes and fails to inform Skills Training Australia in writing
- Misbehaviour by the student; or
- The student withdraws from the course after the agreed start day.

Defaults by Skills Training Australia

- Situations of Skills Training Australia in default include the following:
 - The course does not start on the agreed starting day; or
 - The course ceases to be provided at any time after it starts but before it is completed; or
 - The course is not provided in full to the student because a sanction has been imposed on the registered provider by the authorities; and
 - The student has not withdrawn before the default day.
- In the unlikely event that Skills Training Australia is unable to deliver the course in full, Skills Training Australia will notify the Tuition Protection Service (TPS) Director and students within three (3) business days of the Provider default and will have a period of fourteen (14) days to satisfy its tuition protection obligations in relation to an affected student.
- The student will be offered a place in a suitable alternative course at another provider, at no extra cost to the student, or will be provided with a refund of all unspent Tuition fees. The refund will be paid to the student within two weeks of the day on which the course ceased being provided.
- The student has the right to choose whether to receive a refund of the unspent Tuition fees, or accept a place at another provider.
- If Skills Training Australia is unable to provide a refund or if it appears to the TPS Director that Skills Training Australia is unlikely to satisfy its tuition protection obligations, the student will have access to an on-line placement facility under the TPS. If a student requires any assistance with the placement process, a TPS Administrator or service provider will be available to help the student to place them in a suitable alternative course, or if this is not possible, they will be eligible for a refund as calculated by the TPS Director

Visa Refusal

- Where a visa application is refused before commencement of the course, the amount of the refund payable by Skills Training Australia is the sum of both tuition and non-tuition fees received by Skills Training Australia in respect of the student (the course fees), less a small amount to account for administrative costs that Skills Training Australia may have incurred in enrolling the student and undertaking other activities in preparation for providing the course to the student. The small amount of course fees that Skills Training Australia will retain on account of administrative costs is either:
 - 5% of the amount of course fees received; or
 - \$500; whichever is less

- Where a visa application is refused after commencement of the course, the amount of refund is calculated as follows:

Refund amount = weekly tuition fee x weeks in default period*

*This calculation method also applies to refunds of fees in the following circumstances: Provider default (s46A and 46D of the ESOS Act);

and Student default where the provider has not entered into a written agreement with the student that meets the requirements of (s47B and 47E(1)(b)(i) of the ESOS Act).

- In both circumstances, the student must show proof of refusal and evidence of payment to the Skills Training Australia. However, Skills Training Australia is not required to provide a refund if the visa was refused for one or more of the following acts or omissions by the student that directly or indirectly caused the student to default:
 - student's failure to start the course on the agreed starting day
 - the student's withdrawal from the course
 - the student's failure to pay an amount that he or she was liable to pay Skills Training Australia in order to undertake the course.

Withdrawal from a course of study

Notification of withdrawal from a course of study must be made in writing and signed by the student. Refund for withdrawal will be calculated based on the date the notice of withdrawal and will be as indicated in the following tables:

Before commencement of course:	
More than 4 weeks before course commencement	70% refund of course fees paid
4 weeks or less before course commencement	50% refund of course fees paid

After commencement of course#:	
No refund	

#At least one full term's notice in writing is required of a student's intention to withdraw from a course. If less than one term's notice is given, in addition to the student receiving no refund of the course fees they have already paid, the student has an obligation to pay the following term's fees in lieu of the required notice. No final documents will be issued until all outstanding fees are settled.

Approval Authority:

This Policy is approved by Skills Training Australia Management as indicated and the quality controlled copy is one that is maintained within the Quality Management System and as such all hard copies need to be verified.

Documents Referenced:

- Education Services for Overseas Students Act 2000
- National Code of Practice for Providers of Education and Training to Overseas Students 2018
- FM146 International Student Offer and Acceptance Agreement
- PP013C International Students – Academic and Non-Academic Grievance
- PP159 International Students – Deferring, suspending or cancelling of study



International Students – Refund

Policy and Procedure