

Policy & Purpose

The purpose of this policy is to outline the circumstances where a student may be granted a refund of tuition or other fees.

The College is required to:

1. provide information to prospective overseas students about refund conditions (requirement of clause 2.1 and 3.4 of the National Code)
2. provide information to prospective students about refund conditions (requirement of clause 5.3 of the SRTOs)
3. process refunds in accordance with ss47D and 47E of the ESOS Act.

Definitions

The College means Institute of Science Management & Technology

Course means any accredited qualification, unit of competency, skill set, course, or non-accredited program offered by the College.

ESOS Act means the [Education Services for Overseas Students Act 2000](#)

Letter of Offer means the written offer provided to a prospective student and which, once signed by the student, forms the written agreement between the College and the student.

National Code means the [National Code of Practice for Providers of Education and Training to Overseas Students 2018](#)

SRTOs means the [Standards for Registered Training Organisations \(RTOs\) 2015](#)

Student means a person enrolled in one or more courses with the College.

Policy – default by the College

1. This refers to instances where:
 - a. a course does not start on the date agreed in the letter of offer.
 - b. a course does not start on a different date agreed in writing between the student and the College.
 - c. a course ceases to be provided at any time prior to the student completing the course.
2. In the above situations, the below applies:
 - a. enrolment fee is refunded.
 - b. all other fees paid that are unused at the date of the default, based on the portion of the course that has been delivered, if any, are refunded.

Policy – default by the student

1. This refers to instances where:
 - a. the student withdraws from a course at any time.
 - b. the student's enrolment is cancelled by the College for any reason other than default by the College.
2. In the above situations, the below applies:
 - a. Notification of withdrawal 28 days or more before course commences
 - all paid tuition, material and placement fees refunded
 - enrolment fee is not refunded.

- b. Notification of withdrawal less than 28 days for course commences
 - 50% of tuition, material and placement fees refunded
 - enrolment fee is not refunded.
- c. Notification of withdrawal on or after course commences or cancellation of enrolment by the College
 - no fees are refunded.

Policy – visa refusal

1. This refers to instances where a prospective overseas student has their student visa application refused by the relevant Australian Government department.
2. In these instances, the below applies:
 - a. visa refusal prior to course commencement (except where false or misleading information was provided in the visa application)
 - enrolment fee is not refunded
 - all other fees paid are refunded.
 - b. visa refusal prior to course commencement where the visa refusal is due to false or misleading information being provided in the visa application
 - no fees will be refunded.
 - c. visa refusal prior to course commencement (except where false or misleading information was provided in the visa application)
 - enrolment fee is not refunded
 - all other fees are refunded.
 - d. visa refusal prior to course commencement where the visa refusal is due to false or misleading information being provided in the visa application
 - no fees will be refunded.

Policy – applying for and receiving refunds.

1. All applications for refund must be made using the College's refund application form, available from the online student portal or the reception desk at any campus
2. Any supporting information or documents must be submitted with the refund application. Incomplete applications will be returned without processing
3. All refunds will be made to the person or organisation that paid the fees to the College unless authorisation to pay another person or organisation is provided with the refund form
4. Refunds will be paid within 30 calendar days of a complete refund application and all relevant supporting information and/or documents.