

## Student Fees and Refund Procedure

Document Title	Financial Management Procedures
Code	S3FE001
Version	V2.1
Responsible Officer	PEO
Date Approved	28/06/2018
Date to Review	Jun 2019
Date Implemented	July 2018
Approved by	PEO
Stakeholders	Administration staff, Accounts officer

### 1. Purpose and Scope

- a) To comply with the relevant legislation under which Australasia Language College (ALC) is bound and to ensure that ALC delivers a transparent, effective and efficient student fees and refund process.
- b) This Procedure applies only to all commencing and continuing international students, irrespective of who has paid the tuition fees.

### 2. Procedure

#### 2.1 All student fees are required to be paid by a specified due date.

- a) Payment reminders
  - The student's Letter of Offer will outline the instalment schedule for payment of his/her fees and due dates for these instalments to be made.
  - Students may pay instalments before the due date if they wish.
  - Students will receive a reminder email at least one week before a tuition fee instalment is due for payment.
- b) Final notices
  - If students do not pay fees on or before the due date, they will receive a 'Tuition Fee Non-Payment Notice' via email within two days after the payment due date, stating that non-payment of tuition fees will result in ALC notifying the Department of Immigration & Border Protection (DHA) of non-payment.
  - An administration fee of 2% of the total tuition fee will be charged per day for each day that the amount due remains unpaid after the payment due date.



# AUSTRALASIA LANGUAGE COLLEGE

CRICOS:02966G

## c) Encumbrance

- Where a student continues to have an outstanding tuition fee debt one week after the instalment due date, the student will receive a 'Notification of Intention to report to DHA' via email informing students of the ALC's intention to report them to DHA for breach of student visa conditions. Students have 20 days from the date of this notification to access the ALC's Student Complaints and Appeals Procedure.
- The Director of Studies will contact the student to advise him/ her that he/she may not continue his/her studies until the all outstanding payments have been received by ALC.
- For international students, cancellation of enrolment process will be in accordance with the ESOS Act and National Code. A cancellation of enrolment will be reported to DHA which may result in a cancellation of student visa.
- If students have not accessed the ALC's Complaints and Appeals Procedure after this 20-day period, ALC will notify DHA of tuition fee non-payment via PRISMS. Students will receive a 'Notice of Reporting to DHA' via email informing them that they have been reported.

## 2.2 Full Refunds

- All prepaid tuition fees, including fees paid to ALC and the student's primary provider, will be fully refunded less the enrolment fee if a new student application for a student visa is rejected by the Department of Home Affairs (DHA) or if ALC defaults on an offer of admission because it cannot provide the course to the student.
- There is no refund for any misrepresentation or fraud by the student or their agent when making an application to ALC or submitting an application for a student visa to DHA.

## 2.3 Refund of Tuition Fees: Partial or None

- a) If ALC issues an offer on the basis of incorrect or incomplete information being supplied by the applicant/student or agent, the offer will be withdrawn, and any refund will be at ALC's discretion based on the extent of the incorrect or incomplete information.
- b) Where a new student, after accepting an offer of a place, gives written notice more than 28 days before course commencement, of an inability to commence the course, 70% of the tuition fees for that trimester are refundable.
- c) Where a new student, after accepting an offer of a place, gives written notice 28 days or less before course commencement, of an inability to commence the course, 50% of the tuition fees for that trimester are refundable.
- d) If a student has been refused a visa (student default), but has already commenced their course, non-tuition only fees will be refunded. Tuition fees will be refunded from the day of the student default as per Section 7 ESOS (Calculation of Refund) Specification, 2014.
- e) No refund will be given to any student who cancels once a course has commenced.



# AUSTRALASIA LANGUAGE COLLEGE

CRICOS:02966G

- f) No refund will be given to any student who breaches their visa conditions or fails to meet course requirements

## 2.4 Other circumstances where no refund will be provided

- a) A refund will not be provided where the student has had their enrolment terminated due to either academic or student behavioural misconduct as specified in the Student Code of Conduct for the study period in which the misconduct occurred.
- b) A refund will not be considered after enrolments are terminated due to non-payment of tuition fees.
- c) Students may access ALC Complaints & Appeals Procedure process if they wish to contest ALC's decision not to provide a refund.

## 2.5 Suspension

- a) A suspension request is when a student has already commenced their studies, and then wish to stop their studies for a period of time. A suspension, if granted, will result in the student's course completion date being moved to a date later than the original completion date.
- b) A suspension request will only be granted in Compassionate and Compelling Circumstances.
- Serious illness or injury, where a medical certificate states that the student was unable to attend classes Bereavement of close family members such as parents or grandparents (Where possible a death certificate should be provided)
  - Major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the student's studies; or
  - A traumatic experience which could include:
    - Involvement in, or witnessing of a serious accident; or
    - Witnessing or being the victim of a serious crime, and this has impacted on the student (these cases should be supported by police or psychologists' reports)
- c) If a student request for a suspension has been approved, no refund of tuition fees will be given for the weeks during the suspension period, if the student has paid for those weeks of study in advance.

## 2.6 Deferral

- a) A student may request a temporary deferment to his or her enrolment on the grounds of compassionate or compelling circumstances.
- b) Students who wish to defer their commencement of studies need to make an application for a deferral using the College's Enrolment Variation. ALC may reject the application if there is



# AUSTRALASIA LANGUAGE COLLEGE

CRICOS:02966G

no evidence of compassionate compelling circumstances or if the application is made within an unreasonable timeframe. Backdated medical certificates are not accepted.

- c) If a student request for a deferral has been approved, no refund of tuition fees will be given for the weeks during the deferral period, if the student has paid for those weeks of study in advance.

## 2.7 Overseas Student Health Cover (OSHC)

International students seeking OSHC to be arranged by ALC are required to pay the premium to ALC before a CoE is issued. An OSHC premium is fully refundable before a student's arrival in Australia if requested by a student in writing, but not refundable by ALC after arrival in Australia.

## 3. SCHEDULE – PARTIAL REFUND FOR NEW COMMENCING STUDENTS AND CONTINUING STUDENTS

The date a request for a refund is lodged:	Portion of tuition fees of that trimester that is refundable:
More than Four weeks (28 days) before course commencement	80%
Four weeks (28 days) or less before course commencement	50%
On or after the commencement date	0%

## 4. Legal and Policy Framework

- The National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018
- Education Services for Overseas Students Act 2000

## 5. Related Documents

- Student Admission and Enrolment Procedure
- International Student Handbook
- Student Complaints & Appeals Procedure
- Student Deferral, Suspension & Cancellation Procedure