

Policy Number & Name:	RTOPRO034 Refund Policy – International Students
Policy Area:	Crown College International – International Students Only
Authorised by:	Internationalisation Advisory Committee, Finance and Resources Committee
CRICOS Provider No:	03582D

Organisation Definition:

Crown Melbourne Limited trades as Crown Melbourne Limited, Crown College and Crown College International. For the purpose of this policy, any reference to Crown College, or the ‘college’ should be considered a reference to any these respective trading names.

1. Policy

- 1.1 Crown College International has developed this policy in accordance with the ESOS Act 2000 and Standard 3 (3.1c) of the National Code to provide clear guidance on the area of refunds for prospective and enrolled international students.
- 1.2 Details of this policy will be published and made readily available to all international students or applicants for study in programs at Crown College International in order to avoid any confusion.
- 1.3 Should students wish to appeal any decision made concerning refunds, this Policy and the availability of the complaints and appeals procedures for international students do not remove the rights of a student to take action under Australia’s consumer protection laws.

2. Scope

- 2.1 This policy applies to prospective, commencing, continuing and past international students, irrespective of who has paid their tuition fees, their authorised representatives and/or other authorised persons seeking a refund of student fees.
- 2.2 The Refund Policy applies to all tuition fees, student contribution amounts and course materials costs received by Crown College International, or a third party such as an agent acting under contract on behalf of Crown College International, and applies equally to monies received either directly or indirectly from the international student.

3. Responsibility

International Student Support Officer
International Student Administration
Finance Manager

4. Procedures

The term “commencement” in this policy refers to the first day of the first course attended by the student.

4.1 All requests for refunds must be submitted in writing to the International Student Administrator using the Refund Request Form.

4.2 All Refund Requests will be processed on an individual basis, taking into account the impact on follow-on units of competency/study if applicable.

4.3 All Refund Requests and issue of refunds are to be recorded in the International Student Refund Request Register.

4.4 Refund of Fees – Partial or No Refund of Tuition Fees

4.4.1 The following details in relation to partial or no refunds apply:

4.4.1.1 If a Letter of Offer is made to a prospective student on the basis of incorrect, incomplete or fraudulent information provided by the prospective student, the offer will be withdrawn and any refund will be at the discretion of Crown College International and will be decided on a case-by-case basis.

4.4.1.2 In the case of a student, after accepting an offer for a place in a course/s of study, provides suitable written notice before the commencement of the study period (term) of their inability to commence or undertake the course, tuition fees received will be refundable less the application fee of AUD\$200.

4.4.1.3 Refunds will only be provided based on the Table of Refunds set out below.

4.4.1.4 If a student is dissatisfied with the outcome of the refund request, the student may lodge an appeal within 20 working days of being informed of the decision. The formal complaints and appeals procedure begins when the student completes the formal complaints form and submits the completed form directly to the International Student Administration Officer

4.5 Provider Default (applies to students studying on a student visa only)

- 4.5.1 After a student has accepted an offer of enrolment at Crown College International, in the unlikely event that Crown College International is unable to deliver the course as offered, any tuition fees paid by the student for current and future terms will be refunded in full within 14 days of the agreed starting day of the course or the day on which the course ceases to be provided.
- 4.5.2 Alternatively, a student may be made an offer by Crown College International to enrol in an alternative course for a cost no greater than the cost of the originally offered course of study. In this case the student will be given a choice between a refund and an alternative course.
- 4.5.3 The following steps must be followed by Crown College International in the event of provider default:

Step 1 – Provider default occurs

Crown College International is deemed in default if:

- a) the course did not start on the agreed starting day
- b) the course ceased to be provided at any time after it commenced but before its completion
- c) the course was not provided in full because a condition has been imposed on the registration of Crown College International on CRICOS, or the registration has been suspended or cancelled, and the student has not withdrawn before the occurrence of any one of the events stated above.

Step 2 - Notifying the Secretary, the TPS Director and students

- a) Under section 46B of the ESOS Act, Crown College International must notify the Secretary and the Tuition Protection Scheme (TPS) Director of the default within 3 working days of the default occurring. Crown College International must also notify affected students. All notices of any such default must be in writing.

Step 3 - Provider obligation period

- a) Under section 46D of the ESOS Act, Crown College International has 14 days after the day of the default (the provider obligation period) to satisfy its tuition protection obligations to affected students studying on a student visa.
- b) If Crown College International fails to discharge your obligations to the student under section 46D, it is an offence under section 46E of the ESOS Act and serious penalties apply.

Step 4 - Notification of the outcome - discharge of obligations

- a) Under section 46F of the ESOS Act, Crown College International has 7 working days after the end of its obligation period to give a notice to the Secretary and the TPS Director of the outcome of the discharge of its obligations. This notice must comply with the requirements of section 46F of the ESOS Act.

- b) If Crown College International does not meet its obligations affected students studying on a student visa may be assisted by the TPS Director

4.5 Payment of Refunds

- 4.5.1 Crown College International must have cleared the relevant fees in its bank account before any refund can be made.
- 4.5.2 All debts to Crown College International must have been paid or any outstanding amounts will be deducted from the refund.
- 4.5.3 The Finance Manager will process all refund requests (which must include the written claim from the student) and if approved, will arrange payment to be made in Australian Dollars into the claimant's nominated bank account within 30 days of Crown College International's receipt of the claim.
- 4.5.4 The refund must be made to the same person or body from whom the payment was received on behalf of the student.
- 4.5.5 In the case of default by Crown College International, the refund will be paid within 14 working days after the default day as defined in the ESOS Act 2000.

TABLE OF REFUNDS

Type	Timeframe	Amount Refunded	Documents Required
VISA Refusal/Rejection Cancellation	At any time before commencement of course	All FEES minus the NON-REFUNDABLE application fee of AUD \$200	Refund Request Form Proof of Visa Refusal such as Copy of letter/s from the Department of Immigration and Border Protection (DIBP) or the Australian Embassy/High Commission
Did not meet the condition(s) of Crown College International Letter of Offer	At any time before commencement of course	All FEES minus the NON-REFUNDABLE application fee of AUD\$200	Evidence that student is unable to meet any condition(s) of letter of offer
Declining Letter of Offer	At any time before commencement of course	All FEES minus the NON-REFUNDABLE application fee of AUD \$200	Copies of Crown College International receipts issued and supporting documents (if required)
VISA Renewal Refusal	After the course has commenced	Nil	Nil
Visa Removal for breach of conditions	At any time	Nil	Nil
Withdrawal, Transfer or Enrolment Cancellation	Greater than 28 days before the commencement of the course	All FEES minus the NON REFUNDABLE application fee of AUD\$200 minus AGENT Commissions Paid (if applicable)	Refund Request Form Letter of Offer DSC Form
Withdrawal, Transfer or Enrolment Cancellation	Less than 28 days before the commencement of the course	50% of FEES minus the NON REFUNDABLE application fee of AUD\$200 minus AGENT Commissions Paid (if applicable)	Refund Request Form Letter of Offer DSC Form
Withdrawal, Transfer or Enrolment Cancellation	After the course has commenced	Nil	Nil
Default by Crown College international	At any time	Full Refund	Nil

5. Related Documents

International Student Refund Request Form
International Student Refund Request Register
Letter of Offer
Deferral, Suspension, Cancellation Policy

6. Policy Publication

All policies and procedures that are applicable to prospective students and enrolled students (domestic or international) and all relevant organisation employees/contractors are made available on request at all times, and form part of the induction and orientation for employees/contractors and students and are made available via the website (where appropriate), student administration/management systems, learning management system and internal electronic systems.

7. Definitions

ESOS Act 2000 – Education Services for Overseas Students. A legislative framework, administered by the Australian Government, addressing the responsibility of education institutions towards overseas students

8. Amendment Schedule

Table detailing any amendment made to the policy between review dates:

Date	Modification	Version	By

Document ID RTOPRO034	Version No 1.0	Controlled copy, uncontrolled when printed
Release Date Jan 2017	G:\HR\TRAINING\4. CROWN COLLEGE - INTERNATIONAL\POLICIES & PROCEDURES\Final\RTOPRO034 Refund Policy - International .docx	