

Refund Procedure

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Issue Date:	Issue History:
August 2014	Initial release (V1.0)
September 2016	Reviewed and updated (V1.1)
August 2017	Reviewed (V1.2)
February 2018	Reviewed and revised (V2.0) Changed DIBP to DoHA

Parent Policy Title	Refund Procedure											
Procedure	<p>Refund applications must be made in writing to Cambridge International College (WA). Refunds will be refunded within 4 weeks of receiving the written request for refund and will include a statement explaining how the refund was calculated</p> <ol style="list-style-type: none"> 1) Refund application requests must be made in writing on the Refund Application Form provided by CIC. The refund application form is available on request from VET Administration department or CIC website http://cambridgecollege.com.au/melbournecurrent-students/. 2) All refunds must be in accordance with ESOS requirements and the refund form signed by the student and maintained in their individual student file and in student management system (TEAMS). 3) A written explanation as to how the refund was calculated and a copy of the refund form that was signed by the student must accompany student refunds. 4) The Finance Manager will calculate the refunds if applicable and send the completed form to the Financial Controller for final approval. 5) Details of refunds provided must be maintained in individual student files. 6) The availability of the Complaints and Appeals process, does not remove the right of the student to take action under Australia's consumer protection law. 7) In the unlikely event that the CIC is unable to deliver the course in full, the student will be offered a refund of all the course money they have paid to date. The refunds will be paid to the student within 2 weeks of the day on which the course ceased being provided. Alternatively, the Institute at no extra cost may offer them enrolment in an alternative course to the student. The student has the right to choose whether they would prefer a full refund of course fees, or to accept a place in another course. If a student chooses placement in another course, CIC will ask him/her to sign a document to indicate that s/he accept the placement. If the Institute is unable to provide a refund or place the student in an alternative course our Tuition Protection Scheme (TPS) will place you in a suitable alternative course at no extra cost to you. Finally, if TPS cannot place the student in a suitable alternative course, the ESOS Assurance Fund Manager will attempt to place him/her in a suitable alternative course or, if this is not possible, s/he will be eligible for a refund as calculated by the Fund Manager. 8) Subject to clause 7, in the event that the course did not start on the agreed starting date (and the student has not elected to commence the course on a new starting date), or the Course ceased to be provided by Cambridge International College at any time after it started, but before it was completed, the student shall be entitled to a refund of all tuition money they have paid to date. 9) If clause 8 applies, then, the alternatives set out in clause 7 shall also be offered to the student and the student, if he or she accepts any placement offered to him or her, shall accept in writing. If the student accepts the placement; then, no refund is payable to the student 											
	<p>Refund Schedule:</p> <table border="1" data-bbox="352 1738 1517 2117"> <tbody> <tr> <td data-bbox="352 1738 970 1845"> Visa refused </td> <td data-bbox="975 1738 1517 1845"> 100% refund of tuition fees and material fees. Enrolment and Admission fee non-refundable. </td> </tr> <tr> <td data-bbox="352 1852 970 1914"> Visa refused due to fraud documentation, bogus documents or misleading information </td> <td data-bbox="975 1852 1517 1914"> No refund </td> </tr> <tr> <td colspan="2" data-bbox="352 1921 1517 1952"> Withdrawal Offshore </td> </tr> <tr> <td data-bbox="352 1959 970 2021"> Withdrawal at least 10 weeks prior to agreed course start date </td> <td data-bbox="975 1959 1517 2021"> 90% tuition fee refund </td> </tr> <tr> <td data-bbox="352 2028 970 2091"> Withdrawal at least 4 weeks prior to agreed course start date </td> <td data-bbox="975 2028 1517 2091"> 75% tuition fee refund </td> </tr> </tbody> </table>		Visa refused	100% refund of tuition fees and material fees. Enrolment and Admission fee non-refundable.	Visa refused due to fraud documentation, bogus documents or misleading information	No refund	Withdrawal Offshore		Withdrawal at least 10 weeks prior to agreed course start date	90% tuition fee refund	Withdrawal at least 4 weeks prior to agreed course start date	75% tuition fee refund
Visa refused	100% refund of tuition fees and material fees. Enrolment and Admission fee non-refundable.											
Visa refused due to fraud documentation, bogus documents or misleading information	No refund											
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Withdrawal at least 10 weeks prior to agreed course start date	90% tuition fee refund											
Withdrawal at least 4 weeks prior to agreed course start date	75% tuition fee refund											

	Withdrawal less than 4 week to agreed course start date	50% tuition fee refund
	Withdrawal on or after the agreed course start date	No refund on 1 st Study period
	Withdrawal on or after the agreed courses start date and at least 10 weeks to agreed course start date for subsequent study period(s)	80% tuition fee refund.
	Withdrawal on or after agreed VET course start date (Pathway students)	No refund on higher education deposit.
	Withdrawal notified in writing and received by the CIC after course commencement and less than 4 weeks for 2 nd Study period	No refund of current course tuition fees. No refund on higher education pathway deposit.
	CIC found false or fraud documents submitted for GTE application	No refund on deposited amount.
	Withdrawal Onshore	
	Withdrawal at least 4 weeks prior to agreed course start date	100% tuition fee refund
	Withdrawal at least 2 weeks prior to agreed course start date	50% tuition fee refund
	Withdrawal notified in writing and received by the CIC at least 2 weeks prior to agreed course start date and less than 4 weeks for 2 nd Study period	50% tuition fee refund for study period 1 and 2 nd study period refund will be calculated on pro-rata bases.
	Withdrawal notified in writing and received by the CIC after course commencement and less than 4 weeks for 2 nd Study period	No refund
	Non – Refundable Fee’s	
	Course fees including materials fees other than visa refused.	Admission and enrolment fee in all conditions
	Fee deposit for Bachelor (Pathway students)	Tuition Fee and other Deposited fee if fraud/false documented submitted for admissions or visa refused by DoHA on fraud or bogus documents.
	Changes in student visa status (e.g. becomes temporary or permanent resident or applied for protection visa) during valid enrolment period	Onshore overseas student apply for withdrawal after commencement of study period and less than 2 weeks for 2 nd study period.
Related Policy and Procedure:	Fee and Charges Policy Refund Procedure Compliant and Appeal Policy Formulation of Enrolment Policy Student Information Prior to Enrolment Policy and Procedures	
Related Forms	Refund Form	
Policy owner and delegated authority	Finance Manager/Financial Controller/ Admissions Manager	
Approved by	CEO	
Approved Date	August 2014	
Definition (If any)		
Non-Tuition Fees	Fees not directly related to provision of the student’s course, including course material, enrolment fee or admission fee.	
Pre-Paid Fee	Tuition fees received by CCI for as study period of the student’s course before the student	

	begins the study period.
Tuition fee	Fees directly related to the provision of the student course.
Study Period	A discrete period of study within a course, namely term, semester, trimester, short course of similar or lesser duration, or as otherwise defined by the registered provider as long as that period does not exceed six months.
Compulsory Study Period	A compulsory study period is one in which the student must enrol unless granted a deferment or suspension from enrolment or leave of absence under Deferring, suspending or cancelling the student's enrolment. A compulsory study period does not include periods in which the student can elect to undertake additional studies.
Study Period	<p>A discrete period of study within a course, namely term, semester, trimester, short course of similar or lesser duration, or as otherwise defined by the registered provider as long as that period does not exceed six months.</p> <p>A "study period" is as defined in the Letter of Offer and the Written Agreement</p> <p>25 Weeks for ELICOS</p> <p>12 Weeks for VET Courses</p>