

Policy Title	Refund Policy
Purpose	This policy establishes the process of refunding fees where the student provides advice of withdrawal from a course or variation to enrolment prior to the relevant critical dates of course commencement and enrolment.
Scope	This policy outlines refunds applicable to course fees paid to Cambridge International College (CIC) by overseas students in advance.
Policy Statement	<p>CIC will refund tuition fees and excess payments in accordance with the provisions of applicable legislation and the CIC Refund Policy and Procedures.</p> <p>CIC refunds will be paid to the person who enters into the written agreement.</p> <p>All notifications of withdrawal from a course, or applications for refunds, must be made in writing and submitted to the Finance Department or in person at Level 5, 422 Little Collins Street, Melbourne.</p> <p>Student Default:</p> <ul style="list-style-type: none"> - <u>Visa refusal:</u> If a student's visa application is refused by the DIBP and the student cannot undertake the course, CIC will refund any prepaid unspent tuition fees within four (4) weeks where the student can provide evidence that the application made by the student for the student visa has been refused by the Australian immigration department. - Any amount owing will be paid within 4 weeks of receiving a written Refund Application form from the student. - If the student does not provide written notice of withdrawal and does not start the course on the agreed course start date, <i>CIC will not refund any student prepaid deposit.</i> - If tuition fees have been prepaid for up to two terms, and CIC receives written notification of withdrawal by the student, CIC will refund the amount of prepaid fees as per the Refund Schedule below. - No amount will be refunded, including any Higher Education deposit, if written notice is received after the course commencement or if <i>fraudulent documents are submitted by the student.</i> - No refund of tuition fees will be made where the student's enrolment is cancelled due to academic or non-academic misconduct, unsatisfactory academic course progress or attendance shortage. <p>Provider Default</p> <ul style="list-style-type: none"> - If for any reason CIC is unable to offer a course on an agreed starting day for the course, and the student for some reason cannot be placed, or refuses placement in an alternative course arranged by CIC, a full refund of any unspent pre-paid tuition fees paid to CIC will be made within 14 days of the agreed course start date. - If for any reason CIC is unable to continue offering a course after the student commences a course, and the student for some reason cannot be placed, or refuses placement in an alternative course arranged by CIC, a full refund of any unspent pre-paid tuition fees paid to CIC will be made within 14 days of the course default day. - In the event that CIC is unable to fulfill its obligation of providing an agreeable alternative course for the student, or a refund, the student will receive advice to seek assistance from the Australian Government's Tuition Protection Services. For information on the TPS, please see: https://tps.gov.au/information/students/how. <p>Change of Visa Status</p> <ul style="list-style-type: none"> - If the student changes visa status (e.g. becomes a temporary or permanent resident or applies for a protection visa) he/she will continue to pay the full overseas student fees for the duration of that year. <i>No refund for visa status change during the</i>

<p><u>enrolment period.</u></p> <p>Onshore Overseas Students:</p> <p>a. <i>Commencing Students:</i></p> <ul style="list-style-type: none"> - Notification of course withdrawal received more than four weeks before the start of the study period all tuition fees paid are refundable. - For students on a packaged course who do not commence their principal course with CIC, the <u>principal course fees are non-refundable.</u> <p>b. <i>Continuing Students:</i></p> <ul style="list-style-type: none"> - Notification of course withdrawal received less than 4 weeks, but more than 2 weeks, prior to the start of the study period, the student is entitled to a refund on pro-rata bases, of tuition fees applicable to the 1st study period and a full refund of fees paid in advance in respect of a following study period. - For students on a packaged course who do not commence their principal course with CIC, <u>the principal course fees are non – refundable.</u> <p>c. <i>Commencing and Continuing Students:</i></p> <ul style="list-style-type: none"> - Notification of course withdrawal received on or after the commencement date of the study period, the student is not entitled to a refund of that study period. The student is entitled to a full refund of fees paid in advance in respect of a following study period if more than four weeks prior to the starting date of the subsequent study period. If less than four weeks prior to the following study period start, but more than 2 weeks, then a pro-rata refund is calculated on the remaining withdrawal notice period. - 		
Refund Schedule:		
	Visa refused	100% refund of tuition fees and material fees. Enrolment and Admission fee is non-refundable.
	Visa refused due to fraudulent 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
	Withdrawal less than 4 weeks prior 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 course start date and at least 10 weeks prior 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 CIC after course commencement and less than 4 weeks prior to the 2 nd Study period	No refund of current course tuition fees. No refund on Higher Education deposit.

	CIC finds false or fraudulent documents submitted for GTE application or if Visa refused due to fraudulent documents submission.	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 CIC at least 2 weeks prior to agreed course start date but less than 4 weeks prior to 2 nd Study period	50% tuition fee refund for 1 st study period. Refund will be calculated on pro-rata bases for the 2 nd study period.
	Withdrawal notified in writing and received by CIC after course commencement and less than 4 weeks prior to the 2 nd Study period	No refund
	Non – Refundable Fees	
	Course fees including materials fees other than for visa refused.	Admission and enrolment fee in all conditions
	Higher Education deposit	Tuition Fees and other prepaid fees if fraudulent or false documents are found to have been submitted for admissions or if visa refused by DIBP on the grounds of fraudulent or bogus documents.
	Changes in student visa status (e.g. becomes a temporary or permanent resident or applies for a protection visa) during valid enrolment period	Onshore overseas student applying for withdrawal after commencement of study period and less than 2 weeks prior to the 2 nd study period.
Related Policy and Procedure:	Fees and Charges Policy Refund Procedure Complaints and Appeals Policy Formalisation of Enrolment Policy Student Information Prior to Enrolment Policy and Procedures	
Policy ID:	NC-FMD002.0	
Policy Owner and Delegated Authority:	General Manager / Financial Controller/ National Admissions Manager/Client Relations Manager	
Approved by:	CEO	
Approved Date:	November 2014	
Definition (if any)		
Non-Tuition Fees	Fees not directly related to provision of the student's course, including course materials, enrolment fee or admission fee.	

Pre-Paid Fee	Tuition fees received by CIC for a study period of the student's course before the student begins the study period.
Tuition fee	Fees directly related to the provision of a student's 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 a student's enrolment. A compulsory study period does not include periods in which the student can elect to undertake additional studies.
Study Period	25 Weeks for ELICOS 12 Weeks for VET courses 8 Weeks for Higher Education