

Refund

Policy and Procedure

1. POLICY

Australian Academy of Higher Learning Pty Ltd trading as Technical Institute of Victoria (TIV) Will ensure that this policy is in accordance with the ESOS Act 2000 and the ESOS National Code 2018.

2. PURPOSE

The purpose of this policy is to ensure that TIV adopts a refund policy that is fair to students who have valid reasons for requesting refunds and who give TIV sufficient notice, while at the same time protecting TIV from suffering economic loss that may be caused by refund requests that are not submitted within the required timeframe. The purpose of this policy is to set out the circumstances under which students may claim a refund and the associated procedures for handling refunds.

3. SCOPE

This policy and procedure applies to all the fees received from international students enrolled by TIV as well as fees received from all the prospective students who pay an advance fee when applying for a place at TIV.

4. REQUIREMENTS, PROCESS AND PROEDURE

4.1 The only refundable fees are the tuition fees. Fee refunds will be based on unexpended (unused) tuition fees.

4.2 Where an enrolment change is necessitated by illness or other exceptional and compassionate circumstances beyond the student's control and which prevent the student from completing studies in that study period, any refund of tuition fees is contingent upon approval of the refund by the CEO.

4.3 The fees and charges required to be paid to TIV by a student will be as specified in a signed written agreement between the student and TIV that is entered into prior to the student commencing in the course(s) to which the agreement pertains.

4.4 Fees and charges may be consolidated under a "package" if the student is enrolled in more than one course at TIV.

4.5 TIV does not allow its Education Agents to collect any tuition fees on its behalf. The following refund conditions and procedures will apply to all the fees paid to TIV.

Refund Policy and Procedure

FEE REFUND CONDITIONS	PORTION OF TUITION FEE REFUNDABLE
Visa refused prior to commencement	Amount of refund is the amount of the course fees, minus the lesser of the following amounts: a) 5% of the amount of course fees received in respect of the student before the default day; OR \$500
Visa extension refused/Visa cancelled due to actions of the student (after course commences – on-shore students)	Refund will be calculated as per refund amount calculator# and there will be no refund on any non-tuition fees paid
Withdrawal at least 8 weeks prior to course commencement date	Full refund of course except application fee
Withdrawal at least 4 to 7 weeks prior to course commencement date	Refund 50% of the fee received except application fee.
written notice of withdrawal is received by the institute within 4 full weeks or less before the agreed start date	No refund will be provided
Institute is unable to provide the course and/or at location for which the original offer was made before commencement (Provider default)	Full refund of course fees
Course withdrawn by the Institute after commencement (Provider default)	Calculation as per Refund amount calculator# (Default period of Provider taken in account)
TIV fails to enter into a written agreement or the written agreement is not compliant with the requirements of ESOS Act and National Code 2018 (Provider default)	Calculation as per Refund amount calculator# (Default period of Provider taken in account)
Airport pick-up	No refund (if requested later than 4 weeks before the scheduled pick up)
OSHC Refund Policy (Calculation of refund will be done as per the policy provider)	If TIV has organised the OSHC, we will refund the OSHC directly to the student under following conditions: <ul style="list-style-type: none"> • Student request to cancel OSHC • Student Visa Rejected • Change of OSHC provider
Course Fees is Sum of Tuition fee, and Non-tuition fee (including any tuition and non-tuition fees collected by education agents on behalf of TIV)	
Source: https://internationaleducation.gov.au/Regulatory-Information/Documents/Fact%20Sheet%20ESOS%20refund%20specification%2040714%20(2).pdf	
Note: If the institute is unable to provide a refund or place the student in an alternative course, the TPS will provide the student with options for suitable alternative courses (if any such courses are available), or if this is not possible, the student will be eligible for a refund as calculated by the TPS Director.	

5. PROCEDURE

5.1 All refund claims must be submitted in writing via college's Refund Request Form accompanied by appropriate supporting documents as specified to Accounts Department of TIV.

5.2 All refund applications must be made and signed in person by the student. Where it is not possible for a student to be present in person (e.g. students residing overseas or international students) to claim a refund, the student must send a scanned copy of their signed forms to the Student Administration Officer either by email. On receipts of email application, the Student Administration Officer will verify student's signatures on records and may also telephone the student to verify student's identity. No refunds will be made on email until the time when student's identity has been verified.

5.3 All applications for the refund will be authorised by the Chief Executive Officer.

5.4 A refund of fees in relation to an international student will be made in the same currency in which the fees were paid and be made to the party who entered into the written agreement with TIV, unless that person directs

TIV otherwise in writing.

5.5 In normal circumstance, TIV will refund the amount within four (4) weeks after receipt of the completed

and signed Refund Request Form together with appropriate supporting documents.

5.6 Payments will be made to students by electronic transfer in their nominated bank accounts.

5.7 For any refund to be paid to any other person than the students, a written authorisation from the student will be required.

6. GRIEVANCES AND APPEALS

A student may appeal against a decision made with respect to fees, including refunds, and the appeal must be lodged in writing according to the processes for appeals as detailed in the Student Complaints and Appeals Policy and Procedure. Availability of TIV's complaints and appeals processes does not remove the right of a student or

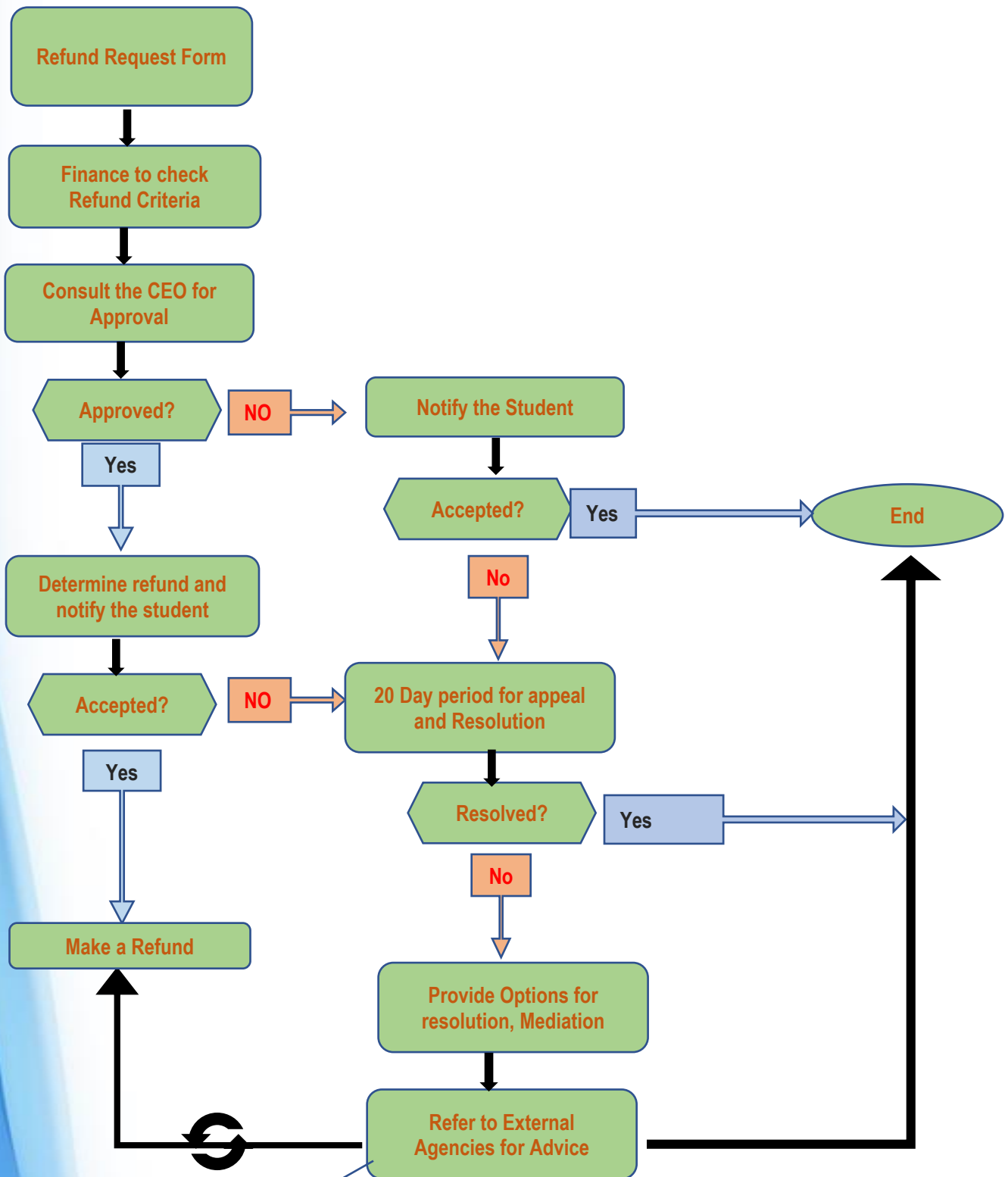
an intending student to take action under Australia's consumer protection laws or to lodge an appeal with a relevant external body or to take other legal action.

7. RESPONSIBILITY

The Accounts Payable Officer has the responsibility to process the refund claims and provide the student details and fee status to CEO for approval.

CEO has the responsibility to make a final decision about all the refund claims. Any complaints or breaches in relation to this policy should be reported to the CEO in person or by email to: ceo@techinstitute.vic.edu.au

Fee Refund Procedure



Refer to TIV's complaints and appeals policy and procedure.