

Approved by: Board of Governors 1/11/2016

International Student Refund and Tuition Assurance Policy

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Government Legislation	National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2007 (Standards 2, 3, 12 and 13) <i>ESOS Act 2000</i> <i>Migration Act 1958</i>
Responsible Officer	Finance and Administration Manager and Heads of Faculty

1. Purpose

- 1.1 This document sets out IKON Institute of Australia's policy on the refund of monies to international students for course fees where the student does not study for part or any of the period in which they were to study.
- 1.2 The objectives of this Policy are to:
 - a) provide students with an understanding of when, how and in what amount their fees will be refunded by IKON Institute of Australia;
 - b) comply with the requirements of the Commonwealth *Education Services for Overseas Students Act 2000*; and
 - c) provide students with an understanding of the cover provided to them under IKON Institute of Australia's Tuition Assurance Arrangements, should IKON Institute of Australia cease to operate.

2. Scope

The policy applies to all international students of IKON Institute of Australia studying at any IKON Institute of Australia branch in Australia. This Policy should be read in conjunction with the student's Confirmation of Enrolment letter as it forms the initial contract with the student. Where the student is studying in Australia utilising any subclass of Visa, the conditions of that Visa form relevant information in regard to obligations on the student including in regard to maintenance of student enrolment load.

3. Definitions

Confirmation of Enrolment (CoE): A document, provided electronically, which is issued by the registered provider to intending overseas students and which must accompany their application for a student visa. It confirms the overseas student's eligibility to enrol in the particular course of the registered provider.

Course: A course of education or training as defined in the ESOS Act.

Course-related fees: includes:

- All course money as defined by section 7 or the ESOS Act, and
- All optional fees and charges

Course Credit: Exemption from enrolment in a particular part of the course as a result of previous study, experience or recognition of prior learning.

Course Money: As defined by section 7 of the ESOS Act, means money a provider receives, directly or indirectly from:

- An overseas student or intending overseas student, or
- Another person who pays the money on behalf of an overseas student or intending overseas student,

For a course that the provider is providing, or offering to provide, to the overseas student. This includes tuition fees, and any other amount that the student had to pay to the provider in order to undertake the course.

CRICOS: The Commonwealth Register or Institutions and Courses for Overseas Students (CRICOS) is the register prescribed under section 10 of the ESOS Act.

Enrolment: Where the student has been issued with a CoE to confirm acceptance by the registered provider and is occupying a place in the CRICOS registered course for which the student was accepted and is progressing towards the completion of the course requirements. The period of enrolment includes scheduled breaks between study periods.

Overseas/ International Student: A person (whether within or outside Australia) who holds a student visa as defined by the ESOS Act, but does not include students of a kind prescribed in the ESOS Regulations.

PRISMS: The Provider Registration and International Student Management System (PRISMS) is the system used to process information given to the Secretary of DEEWR by registered providers.

Student Visa: An authorisation permitting people who are not Australian citizens or permanent residents to come to Australia for the primary purpose of studying in Australia as defined by the *Migration Act 1958*.

4. Principles

- 4.1 Students are entitled to a refund of any Course Money paid in advance where they have not received the training.
- 4.2 IKON Institute of Australia will ensure that prospective students and students are provided with sufficient information to enable them to make informed decisions about their studies through the IKON website, IKON Institute of Australia's approved Education Agents and directly from IKON Institute of Australia.
- 4.3 IKON Institute of Australia is a member of a Tuition Assurance Scheme, which ensures that students are protected in the unlikely event that IKON Institute ceases to provide training.

5. Responsibilities

- 5.1 The Administration and Finance Manager is responsible for implementation of this policy.

6 Refund of fees

6.1 Refund prior to commencing study for the first time

IKON Institute of Australia will provide a full refund of any tuition fees paid where:

- the student is unable to obtain a Visa
- political or civil unrest or natural disasters prevent the student leaving their home country or paying fees in full
- the student is unable to commence their course because of a serious and prolonged illness, disability or death of a parent, sibling, spouse or child;
- the offer of a place is withdrawn;
- the course which was applied for is no longer offered.

6.2 Where a student withdraws or defers from study prior to Census Date

IKON Institute of Australia will provide a full refund to any international student who withdraws from, or defers a course or unit of study prior to the Census date for that unit of study. Students must follow the ESOS Deferral and Withdrawal Policy.

6.3 Where a student withdraws or defers from study after the Census Date

- IKON Institute of Australia does not provide a refund of fees paid by international students who decide to withdraw from a course of study after the census date for that course of study. It is important that students make any decisions relating to withdrawing prior to the census date, and follow the ESOS Deferral and Withdrawal Policy.
- Where a student is paying for the unit of study in instalments the outstanding monies for the unit(s) which have passed census date will still be payable to IKON Institute of Australia.
- Any fees for units which have not yet passed the census date will not be payable.

6. Administration Fee

IKON Institute of Australia does not charge any Administration Fee for students withdrawing from a unit of study, regardless of the timing of the withdrawal.

7. Tuition Assurance

- 7.1 IKON Institute of Australia is committed to maintaining its status as a Higher Education Provider under the *Higher Education Support Act 2003*, as a Registered Training Provider under the *VET Quality Framework*, and as a CRICOS registered provider under the *ESOS Act*. One of the requirements under these regulatory frameworks is to provide tuition assurance arrangements for students enrolled in courses offered by IKON Institute of Australia.
- 7.2 The purpose of the assurance arrangement is to protect students in the unlikely event that IKON Institute of Australia ceases to provide a course of study. In such an event, the Institute will offer the following options to the enrolled students:
- 7.2.1 Enroll in a similar course of study at another institution, and receive full credit towards a comparable course of study for any units successfully completed with the IKON Institute of Australia. This is known as the Course Assurance Option; OR
 - 7.2.2 Receive a refund equivalent to any student contribution or tuition fee paid for any undelivered units of study. This is known as the Student Contribution/Tuition Fee Repayment Option.

For the Tuition Assurance purposes, IKON Institute of Australia maintains membership with the Australian Council for Private Education and Training (ACPET). This membership includes both Australian Student Tuition Assurance Scheme (ASTAS) and Overseas Student Tuition Assurance Scheme (OSTAS). ACPET contact details are as follows:

ACPET National Office

Suite 101, Level 1

126 Wellington Parade,

East Melbourne, Victoria 3002

Or

PO Box 551

East Melbourne Vic 8002

1800 657 644 (toll-free nationally)

phone: (03) 9412 5900

email: acpet@acpet.edu.au

web: www.acpet.edu.au

Should IKON Institute of Australia cease to operate, ACPET will send an enrolled student a Written Tuition Assurance Offer (the Offer) advising of the options available under the tuition assurance requirements. The Offer will include directions that the student must follow in order to notify ACPET of the choice they have made for each affected unit. ACPET will provide this Offer within 20 business days after IKON has ceased to operate.

7.3 The Course Assurance Option

If a student accepts a place in a course offered by ACPET, ACPET will take care of the necessary arrangements to ensure the student is able to enrol in a similar course of study with another provider. The offered course will lead to the same or a comparable qualification without the requirement on the part of the student to pay the other provider student contribution or tuition fee for replacement units. A student will receive full credit from the other provider for units successfully completed with IKON Institute of Australia.

A student is not obliged to enrol in a course of study with a provider offered by ACPET under the Course Assurance Option. However, if he/she enrolls with any other provider there is no obligation on that provider to offer full credit transfer for the units of study completed with IKON Institute of Australia or to offer a replacement(s) free of charge.

7.4 Student Contribution/Tuition Fee Repayment Option

If a student chooses the Student Contribution/Tuition Fee Repayment Option, ACPET undertakes to pay the student the total of any up-front payments paid by the student for units of study the student has commenced but not completed.

8. Publication

This policy is to be published for students in the relevant publications and on the IKON Institute of Australia website to ensure prospective students and IKON Institute of Australia staff have up to date and accurate information.

9. Related Forms/Documents:

Student Application for Enrolment Forms

International Student Orientation Handbook

10. Related Policies:

ESOS006 International Deferral and Withdrawal Policy

S002 Student Grievance Policy and Procedure