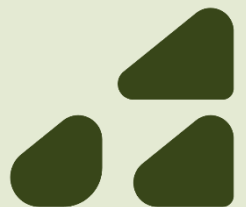
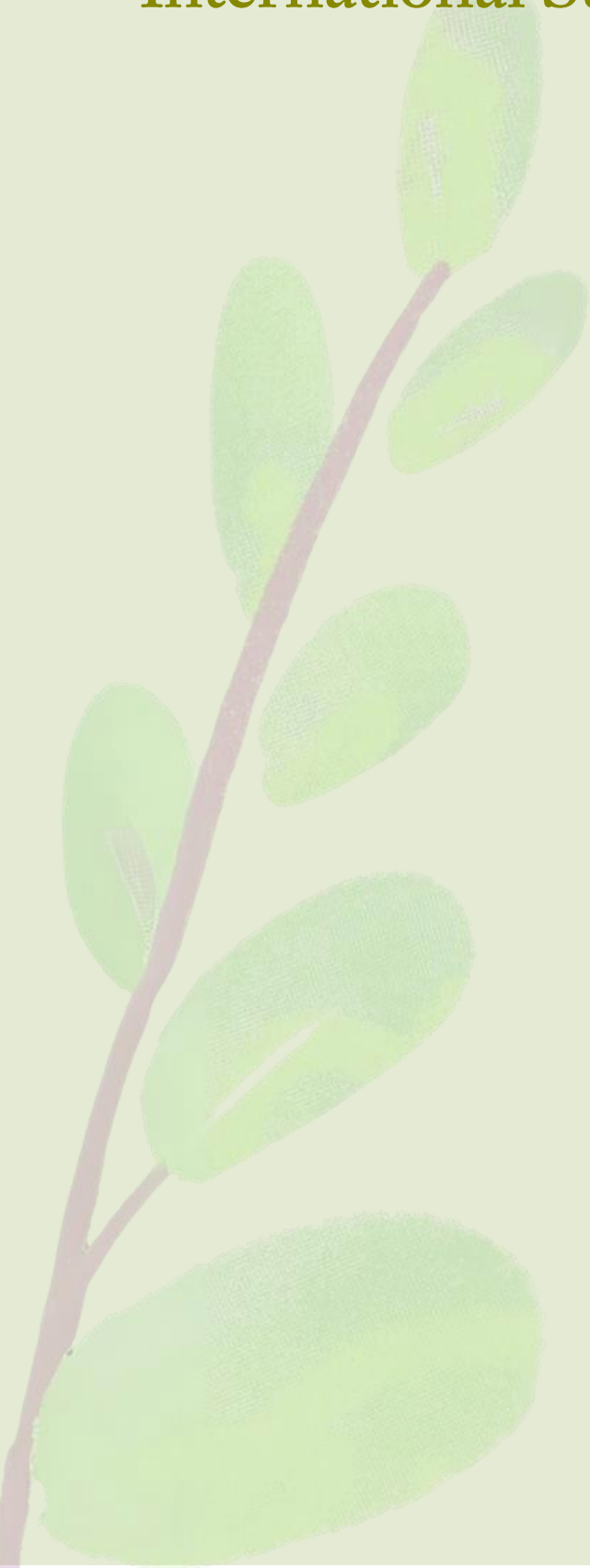


## International Student Fee Refund Policy



Version and Date:	Responsible Person:	Purpose and Comments:
<p style="text-align: center;">Version 1 June, 2023</p>	<p style="text-align: center;">CEO</p>	<p>Ensure compliance with National Code of Practice for Providers of Education and Training to Overseas Students 2018 and Education Services for Overseas Students Act 2000 (ESOS Act)</p>



## Policy Scope

The international student fee refund policy, in relation to tuition and non-tuition fees in the case of student default and provider default, must be known by students before they accept an offer.

## Policy Purpose

For any international enrolments all fees and a payment schedule will be disclosed in a letter of offer including accepted payment methods.

Applications for a refund should be submitted to Auctus Administration using the “Refund Application” form together with all documentary evidence in support of an application for a fee refund.

The document should state name, date of commencement and reason for cancellation of Enrolment noting that Auctus reserves the right to cancel the enrolment of a student whose progress or attendance falls below the standards required under the provisions of the ESOS Act; no refund of fees will be given.

Transfers to other educational institutions will be granted in accordance with provisions of the ESOS Act 2000. Any money transferred to other educational institutions will be in accordance with this refund policy.

## Policy Statement

Either prior to or at enrolment, it is mandatory for the student and when applicable their parent/carer to be advised of Auctus’ fee schedule payment and refund arrangements.

Enrolment occurs when the student and/or their parent/carer (when applicable), sign the Letter of Offer (LoO) that will include all fees and charges together with any payment plan arrangements that have been agreed.

In case of Auctus default, the Tuition Protection Service (TPS) will refund all tuition fees if it is unable to provide the course described in the Letter of Offer. This refund will be paid within two weeks of the proposed commencement date of the course. No written request is required.

**Note** that it may take up to 20 working days for telegraphic transfers to be received.

## Refunds

In cases where Auctus is unable to provide the course described in the Letter of Offer (LoO) a refund will be given. No written request is required.

In cases of student default tuition fees will be refunded in the following circumstances:

100% of tuition fees paid will be refunded where the student is not granted a Student Visa by the Australian Government provided that a copy of the visa refusal letter is submitted to Auctus.



Where a Refund Application form is received more than 14 days before starting their course the student may receive a refund of 80% of current term tuition fees and 100% of any future term tuition fees already paid.

Where a Refund Application form is received less than 14 days before starting their course, the student may receive a refund of 50% of current term tuition fees and 100% of any future term tuition fees already paid.

Once the student has started their course, no refund of current term tuition fees is available, 100% of future term course fees may be refundable.

Tuition fees will not be refunded in whole or part where a student's enrolment is cancelled, deferred or suspended except where the CEO determines that there were compelling or compassionate circumstances.

Students are required to complete a Request for a Refund form within 90 days of the action that has led to the refund request.

## Other categories of refunds

**VISA rejection** - Where a student's visa application is unsuccessful, 100% of all fees will be refunded, less Auctus stated administration fees.

**Course cancellation** - In the event of a cancellation or non-delivery of a course by Auctus 100% of all tuition fees including Auctus administration fees will be refunded. Students will also be given the option of transferring to the same course at another campus location, if available, or transferring to another CRICOS registered course. In this case, fees already paid will be applied to the new course. Students will receive a partial refund if the cost of the new course is at a lower cost or will be required to pay the difference if the cost of the new course is higher.

**Date changes to course** - If the course does not start on the agreed date, and the student withdraws prior to the original date, 100% of all tuition fees including Auctus administration fees will be refunded.

**Overseas student health cover (OSHC)** - Where written notice of withdrawal is received by Auctus 14 days prior to commencement of health cover, 100% of this amount will be refunded. Where notice is received within 14 days of course commencement, and any time after this date, refunds will be allocated on a pro-rata basis as determined by your health care provider.

### Note

- all refunds will be paid within 20 working days
- for student-initiated withdrawals, all education agent and administration fees are non-refundable
- refunds can only be provided to the specific student or any other specified person in the written agreement
- refunds for compassionate and compelling reasons, including permanent residency being granted, can only be approved by the Director.



## Legislative / Statutory Requirements

- [National Code of Practice for Providers of Education and Training to Overseas Students 2018](#)
- Education Services for Overseas Students Act 2000 (ESOS Act)

## Associated Documents

### National Code 2018 Factsheets

#### [General Factsheet](#)

#### [Standard 1: Marketing information and practices](#)

#### [Standard 2: Recruitment of an overseas student](#)

#### [Standard 3: Formalisation of enrolment and written agreements](#)

#### [Standard 4: Education Agents](#)

#### [Standard 5: Younger overseas students](#)

#### [Standard 6: Overseas student support services](#)

#### [Standard 7: Overseas student transfers](#)

#### [Standard 8: Overseas student visa requirements](#)

#### [Standard 9: Deferring, suspending or cancelling the overseas student's enrolment](#)

#### [Standard 10: Complaints and appeals](#)

#### [Standard 11: Additional requirements](#)

## Requirements

The requirements of the ESOS National Code must be met.

## Risk Management

This policy assists Auctus to meet its obligations of students regarding.

### Associated Documents

- Student enrolment application form
- Letter of Offer (LoO)
- International student fees and refund documents



## Note

- Any variations to this policy and associated information will be provided on the enrolment form and included within the CoE letter of offer and will be deemed to have been approved by the CEO.

