

Application for Fees Refund – International Students

1. YOUR DETAILS

Family name: _____

Given name(s) _____

Current residential address _____

_____ State _____ Postcode: _____

Contact phone number: _____

Email address: _____

Student ID number: _____

Date of birth: _____

English Course _____

What are you reason(s) for requesting a refund?

How do you want your fees refunded?

Electronic Funds Transfer (EFT) (fees may apply)

Cheque

Overseas bank account details

Name of bank: _____

Address of bank (include country) _____

Account number: _____

BANK SORT CODE/ABA RT# or SWIFT reference: _____

(Your bank can provide this information)

Name of account holder: _____

Address of account holder

Address: _____

Suburb: _____

Town/City _____

State _____ Country _____

Declaration

I have read and understood the Institute's Refund Policy and I declare that to the best of my knowledge the information supplied by me is true, correct and complete in every respect. I acknowledge that the submission of false, incorrect, incomplete or misleading information may result in refusal of my refund request or delays in processing.

Student's signature: _____

Date: _____

REFUND POLICY

This policy applies to all tuition fees paid in advance for international students that are either, enrolling or have commenced study with the Institute. This also includes any tuition fees paid to an education agent to be remitted to the Institute. The policy is in line with:

- The ESOS ACT 2000,
- National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2007, and
- The Australian Governments Tuition Protection Service (TPS).

Refund Process & Payments

- Refunds will be reimbursed in Australian dollars
- Refunds will be paid to the student or the person specified in the written agreement (the enrolment form).
- All notification of withdrawal from a course, or [applications](#) for refunds, must be made in writing and submitted to the Institute using the 'Refund Request Form' available from our Student Services team or online at the Institute's website.
- All notifications of withdrawal must be submitted to the Director of Studies via one of the following methods :
 - In person at the Institute through the Student Services Team; or
 - Email training@iti.edu.au or info@eei.edu.au

Refund Types

Based on the circumstance of the default, a student may or may not be eligible to receive a refund for unspent pre-paid tuition fees. In order to better understand our refund policy we suggest you read the following default conditions:

1. Unsuccessful Enrolment /Visa Rejection
2. Student Default
3. Provider Default

i. Unsuccessful Enrolment /Visa Rejection

Students that have their visa rejected during the [application](#) stage by the Department of Immigration & Citizenship (DIAC), will need to provide the Institute with the original letter of visa rejection. On receiving this information you will be entitled to a refund of 100% of the tuition fees, accommodation fees, material fees and Overseas Student Health Cover fees. There will be no refund of enrolment fee or accommodation placement fee if applicable.

ii. Student Default

There are a number of events that constitute a student default. The following is a guide which sets out student default types and the applicable refund policy, please read this carefully before enrolling into a course. In the event a student:

- b. Requests to withdraw from a course prior to or after the agreed start date, the Institute will refund 'unspent pre-paid tuition fees'. The Institute will include a statement explaining how the refund amount was calculated. In the circumstances of such default where the refund option is chosen, the refund will be paid to students within 28 days of the default day, subject to the following student default types:
 - i. If you cancel from a course 28 days or greater from the agreed starting date, a full refund of tuition fees, accommodation fees, material fees and Overseas Student Health Cover fees will apply. There will be no refund of enrolment fee or accommodation placement fee if applicable. The refund will be paid to students within 28 days of the default day.
 - ii. If you cancel from a course within 28 days prior to the agreed starting date a 80% refund of the tuition fees applies and 100% of the accommodation fees, material fees and Overseas Student Health Cover fees will apply. There will be no refund of enrolment fee or accommodation placement fee if applicable. The refund will be paid to students within 28 days of the default day.

- c. Where a student's enrolment is cancelled due to the following reasons:
1. Failure to maintain satisfactory course progress (visa condition 8202)
 2. Failure to maintain satisfactory attendance (visa condition 8202)
 3. Failure to pay course fees
 4. Any behaviour identified as resulting in enrolment cancellation as outlined in ITI's /EEI's Deferral, Cancellation and Exclusion policy
- you will not be eligible to receive a refund for your; tuition fees, enrolment fees, material fees, and any other fees associated with the enrolment.

II. **Provider Default**

As part of our commitment to securing your investment (tuition fees) if we default as per the following default types:

- a. We cancel a course before the agreed start date; or
- b. We stop a course being provided after the agreed start date and before the agreed completion date; or
- c. The course is not provided fully to the student because the college has a sanction imposed by a government regulator;

Then based on these defaults you have the option of selecting one of the following refund options:

- a. Accept an alternative (replacement) course or part of a course, at the Institute's expense, then the Institute is relieved of its liability to provide a refund of any unspent pre-paid fees. The student must advise the Institute in writing whether they agree to the alternative arrangement; or
- b. Request a refund of any unspent pre-paid tuition fees. The Institute will include a statement explaining how the refund amount was calculated. In the circumstances of such default where the refund option is chosen, the refund will be paid to students within 14 days of the default day. Please note: If the Institute cancels a course prior to the agreed starting date a full refund of tuition, accommodation, material fees, Overseas Student Health Cover fees and enrolment fees will be applicable

Australian Governments Tuition Protection Service (TPS)

Did you know your unspent pre-paid tuition fees are secure!

If the Institute is unable to provide a refund or place the student in an alternative course, the Australian Governments Tuition Protection Service (TPS) will ensure that International students receive assistance. The TPS ensures that international students are able to either:

- complete their studies in another course or with another education provider or
- receive a refund of their unspent tuition fees

This protection service will place the student in a suitable alternative course at no extra cost to the student. If the TPS cannot place the student in a suitable alternative course, the TPS will attempt to place the student in a suitable alternative course or, if this is not possible, the student will be eligible for a refund as calculated by the Institute and may be reviewed by the minister. For more information please go to www.tps.gov.au

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