

# P03 – Refund Policy and Procedure



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Author: Manager of Compliance and Administrative Services  
Approval Authority: Chief Executive Officer

## Purpose

The purpose of this policy and procedure is to establish the criteria for the refunding of tuition fees and to outline the refund process from application to determination openly and transparently.

## Scope

This policy and procedure is applicable to all employees, stakeholders and students of ASMI. It applies to all fees paid including those collected by third parties on behalf of ASMI.

## Cancellation Policy

All notifications of withdrawal shall be made in writing to the Chief Executive Officer (CEO). In the case of International Cancellations ASMI will then advise the Department of Home Affairs as the student's visa will be affected.

International students wishing to cancel their enrollment in order to transfer to another training provider prior to having completed at least six months of the principal course of study applicable to their visa, should refer to the Student Transfer Policy and Procedure for further information.

ASMI reserves the right to cancel a student's enrolment on the grounds of student misbehaviour. Where cancellation is approved and is not initiated by the student, ASMI must notify the student of the intent to cancel the enrolment and include notification that he or she has 20 working days to access the complaints and appeals process. Refer to the Complaints and Appeals Policy and Procedure for further information.

## Refund Policy

In the event of a dispute between an individual student and ASMI in relation to payment or refund of moneys, grievance procedures are in place to help resolve the dispute. Any queries relating to tuition fees and other charges payable to ASMI or refunds will initially be dealt with by the Administration Office. If the student remains dissatisfied with the outcome, they may make a formal complaint. (Refer to the Complaints and Appeals Policy and Procedure for further information.)

The availability of the complaints and appeals process does not remove the right of the student to take action under Australia's consumer protection laws.

### 1. Refund of Tuition Fees – All Students

If after commencing the course, the student chooses to discontinue their enrolment before completion of the qualification, they may remain liable to pay the full course tuition fees and the costs incurred by ASMI in recovering any outstanding monies, including debt collection agency fees and solicitors' costs, if applicable.

All requests for refunds must be made in writing to the CEO. Refunds will be made payable to the original payee, unless directed in writing by the original payee.

Where a student's course of study is terminated for a serious breach of ASMI's policies, rules and regulations, there will be no refund of any monies paid. (Information on ASMI's policies, rules and regulations is located on the website [asmitraining.edu.au](http://asmitraining.edu.au)).

Where a student fails to meet the ASMI's attendance and/or academic progression rules and is not permitted to maintain enrolment in their course, the student may be eligible for a refund of the amount of the course fees paid in advance of the date of notification of exclusion from the ASMI.

In the event that ASMI is unable to deliver a course in full, the student will be offered a refund of tuition fees paid to that date for any units of competency not completed. The refund will be paid within 2 weeks of the day on which the training ceased being provided.

Alternatively, the student may be offered enrolment in a suitable alternative course. The student has the right to choose whether they would prefer a refund of course monies, or to accept a place in another course. If they choose placement in another course, ASMI will request the student to indicate the acceptance of the placement in writing.

If ASMI is unable to provide a refund or place you in an alternative course The Tuition Protection Service (TPS) ensures that international students are able to either:

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

### **1.1 Domestic Student Refunds**

ASMI agrees to refund within 28 days of the receipt of written notice of cancellation by the student (or parent or guardian if the student is under 18 years of age), tuition fees paid by or on behalf of the student less the amounts to be retained as agreed and as detailed below:

- i) if written notice is received prior to the commencement of the qualification, a cancellation fee equivalent to the administration fee will apply.
- ii) if written notice is received on or after commencement of the qualification, there will be no refund of any moneys paid unless the CEO deems that exceptional circumstances apply.

### **1.2 International Student Refunds**

ASMI agrees to refund within 28 days and without deduction, all tuition fees paid where the student produces certified evidence that the application made by the student for a student visa has been rejected by the Australian Immigration authorities. All refund applications must be in writing to ASMI by the student or agent and must be accompanied with ASMI's F38 – Refund Application Form and the student's visa refusal letter.

For all International applicants who are unable to obtain a visa from the Australian Diplomatic Office (proof of refusal is required) a full refund minus the application processing fee and administration fee will be issued. ASMI will retain a non refundable amount which includes application processing fee of \$200 and administration fee \$100.

ASMI agrees to refund within 28 days of the receipt of written notice of cancellation by the student (or parent or guardian if the student is under 18 years of age), tuition fees paid by or on behalf of the student less the amounts to be retained as agreed and as detailed below:

- i) if written notice is received 28 days or more before the date of course commencement, then a non-refundable amount equivalent to 25% of the tuition fee will be applicable to all enrolments.
- ii) if written notice is received 27 days or less before the date of course commencement, then a non-refundable amount equivalent to 30% of the tuition fee will be applicable to all enrolments.
- iii) if written notice is received on or after the date of course commencement, there will be no refund of any monies paid unless the CEO deems that exceptional circumstances apply.
- iv) If ASMI is unable to provide a refund or place you in an alternative course The Tuition Protection Service (TPS) ensures that international students are able to either:
  - a) complete their studies in another course or with another education provider or
  - b) receive a refund of their unspent tuition fees.

All student refunds will be only transferred to the original Payer or Bank Account which was used to pay for the Confirmation of Enrolment (CoE). However, if student nominates any other specific person(s), to receive the refund on his/her behalf. The student will need to provide ASMI with this information by completing the F07 – International Student Application Form.

### Time Limits

ASMI is unlikely to consider an application for a refund from a former student whose enrolment was finalised 6 months or more prior to the time of application.

### Records

A copy of all documentation relating to the outcome of the refund shall be retained in the students file.

### Publication

This Refund Policy and Procedure shall be made available to students and prospective students by publication on ASMI's website. It is also outlined within the Student Code of Conduct, Student Application Form, and the International Letter of Offer.

### Related Documents

#### Forms

F07	Student Application Form
F38	Refund Application Form

#### Policy and Procedures

P06	Complaints and Appeals Policy and Procedure
P16	Student Transfer Policy and Procedure
P21	Student Code of Conduct

#### Work Instructions

W05	JobReady User Guide
W06	PRISMS User Guide

#### Other

T25	Letter of Offer
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### Document Amendments

Details	Version	Date
Initial document creation	1.0	13 <sup>th</sup> March 2015
Updated to meet legislative requirements	2.0	14 <sup>th</sup> May 2015
Procedure review and update to conform to new template	3.0	18 <sup>th</sup> May 2018
Minor review and update	3.1	18 <sup>th</sup> March 2019
Procedure review and update to conform to process	4.0	13 <sup>th</sup> March 2020