



TIIS
THE INSTITUTE
OF INTERNATIONAL
STUDIES

Refund Policy and Procedure

REFUND POLICY AND PROCEDURE

1. Overview

This policy explains the Refund Policy and Procedure of the refund of tuition fees and other related fees for students at The Institute of International Studies (“the Institute” or TIIS).

This policy applies to all candidates applying for admission with effect from June 2017.

2. Requirement

This policy meets the requirements of the following standards:

- ESOS Act 2000
- National Code 2007
- Standards for HEPs 2015

3. Policy

The student must complete an application form for refund of fees. This form may be submitted electronically, in person or by mail. A copy of the refund application form is available on the Institute website or can be collected from a TIIS Student Services Officer. Students can contact TIIS at info@tiis.edu.au regarding any refunds.

4. Refund Framework

Description of item	Refund status
Application fee	Non-refundable
Visa refused prior to course commencement (for International students)	Full Tuition fee refund less enrolment and course material fees
Withdrawal of course more than 10 weeks prior to course commencement	80% Tuition fee refund less enrolment and course material fees
Withdrawal of course between 4 to 10 weeks prior to course commencement	50% Tuition fee refund less enrolment and course material fees
Withdrawal of course less than 4 weeks prior to course commencement	30% Tuition fee refund less enrolment and course material fees
Withdrawal of course after course commencement	No refund
Visa cancellation due to student’s actions (for International students)	No refund
Enrolment cancelled due to actions of the student and results in serious breaches of the TIIS’s policies and procedures	No refund
Compulsory Health Insurance (Student Visa only)	Refer to the OSHC provider

If the Institute withdraws its offer to deliver the course before or after the course commencement date	Full tuition fee refund including enrolment and course material fee
---	---

Notes:

- i. If the student is able to demonstrate compassionate or compelling circumstances, the amount refunded to the student can be higher than the one specified in the table above at the Institute's discretion.
- ii. If the student is not satisfied with the Institute's refund policy or its complaint and appeal policy, the student has a right to seek external advice and pursue action under Australia's consumer protection laws. More details regarding the complaint and appeal policy and procedure can be found in the Student Handbook.
- iii. The Institute will only refund monies to the student's nominated bank account.

5. Procedure

- 5.1 Students are required to complete a Refund Request Form with supporting documents and provide a copy of the same to Administration in person or via email info@tiis.edu.au
- 5.2 The Registrar will coordinate with the CEO to determine a decision based on the evidence provided.
- 5.3 The decision will be conveyed by the Registrar to the student regarding their refund application. The notification is provided within 28 days of receipt of the student's request.

6. Responsible Parties

The CEO is responsible for implementation of this policy and procedure.

7. Dispute Resolution

An applicant may lodge an appeal with the Institute if there is disagreement with the way the Institute has calculated the refund.

The appeal must be in writing and addressed to the Registrar: registrar@tiis.edu.au

The Registrar may also be contacted if assistance preparing an appeal is required at the

Once the Institute has received an appeal, an official acknowledgement of receipt will be sent to the student.

A student who has lodged an appeal will be notified in writing of the Institute's Review Officer's decision and the reasons for making the decision. The Institute's Review Officer may confirm the original decision, vary the decision, or set the decision aside and substitute a new decision.

This internal appeal procedure does not limit the student's right to seek other legal remedies outside the Institute.

8. Associated Documents

[Refund Request Form](#)

9. Version History

Version	Approved by	Approval Date	Details
1.0	Board of Directors	31 March 2016	Document creation – Final Draft

Document owner: CEO