



Policy and Procedures –  
Refund Policy

APPROVED

## 1. Overview

This *Policy and Procedures* governs the refund of tuition fees and other related fees for students at The Institute of International Studies ("TIIS"). This *Policy and Procedures* applies to all candidates applying for admission with effect from June 2020.

## 2. Requirements

This *Policy and Procedures* meets the following legal requirements:

- The Education Services for Overseas Students (ESOS) Act 2000
- The National Code of Practice for Providers of Education and Training to Overseas Students 2018 (National Code 2018)
- Higher Education Standards Framework (Threshold Standards) 2015

## 3. Policy

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

## 4. Refund Framework

Description of item	Refund status
Enrolment and administration fee	Non-refundable
Visa refused prior to course commencement (for international students)	Full tuition fee refunds less enrolment and course material fees (for International students)
Visa Refusal after course commencement (onshore international student)	Proportional refund of tuition fee (by deducting the time already completed by the student at TIIS) 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	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 TIIS's Policies and Procedures	No refund
Compulsory health insurance (student visa only)	Refer to the OSHC provider
If TIIS withdraws its offer to deliver the course before or after the course commencement date	Full tuition fee refunds less enrolment and administration fee

### Notes:

- If a student is able to demonstrate compassionate or compelling circumstances, the amount refunded to the student can be higher than what is specified in the table above at TIIS's

discretion. **'Compassionate or compelling circumstances'** are reasons why a student's enrolment status may be changed. These are generally those situations beyond the control of the student. The following are examples of compassionate or compelling circumstances:

- i. Unavailability of units in the enrolled course.
  - ii. Inability to commence study on commencement date due to student visa delay or refusal (evidence from DIBP must be provided. This clause does not include the situation where the student has decided not to seek extension of visa for whatever reason).
  - iii. Serious illness or injury (a medical certificate must be provided stating that student is unable to attend class).
  - iv. Bereavement of close family members such as parents, grandparents, brother, sister, (a death certificate must be provided).
  - v. A traumatic experience such as witnessing a serious accident or witnessing or being victim of a serious crime (police report must be provided).
  - vi. A major political upheaval in the student's home country which requires emergency travel that will affect student's studies.
  - vii. A natural disaster in the student's home country which requires emergency travel that will affect student's studies.
- b. If the student is not satisfied with TIIS's refund or related policies, the student has a right to seek external advice and pursue action under Australia's consumer protection laws.
  - c. TIIS will only refund monies to the student's nominated bank account.
  - d. Payment will only be made to students himself or herself and to the bank accounts from which the payment has been made.
  - e. *If the student has applied for deferral in line with TIIS Deferral Policy (and the deferral request has been approved), the refund policy applies from the Original Date of Enrolment, Not the Deferred DATE of Commencement.*

## 5. Procedures

- a. 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](mailto:info@tiis.edu.au).
- b. The Registrar will coordinate with the Chief Executive Officer ("CEO") to determine a decision based on the evidence provided.
- c. The decision will be conveyed by the Registrar to the student regarding their refund application. The notification is provided within twenty-eight (28) days of receipt of the student's request.

## 6. Refund – Provider Default

In the unlikely event that TIIS is unable to deliver the course in full, the student will be offered a refund of all the course fees they have paid to date. Where possible, the refund will be paid to the student within 2 weeks of the day on which the course ceased being offered/provided.

The student has the right to a refund of the unused portion of the tuition fee (calculated according to the percentage of training and assessment already completed against the total duration of the qualification).

For international students, if TIIS is unable to provide a refund or place the student in an alternative course, TIIS's Tuition Protection Scheme (TPS) is authorized by the Australian Government to place the student in a suitable alternative course at no extra cost to the student.

In the event a student cannot find an alternative course placement option, the student is eligible to request a refund of unexpended prepaid tuition fees from the TPS and is required to comply with any relevant immigration requirements. If the TPS Director cannot place the student in a suitable alternative course, the student will be eligible for a refund as calculated by the TPS Director.

## 7. Dispute Resolution

An applicant may lodge an appeal with TIIS if there is disagreement with the way TIIS has calculated the refund. The appeal must be in writing and addressed to the Registrar via [info@tiis.edu.au](mailto:info@tiis.edu.au). The Registrar may also be contacted if assistance in preparing an appeal is required.

Once TIIS 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 TIIS's decision and the reasons for making the decision. The response may confirm the original decision, vary the decision, or set the decision aside and substitute a new decision.

***Note: This Policy and Procedures and other TIIS's Policies and Procedures do not remove the right of the students to take action under Australia's consumer protection laws. TIIS's dispute resolution processes do not circumscribe the student's rights to pursue other legal remedies.***

## 8. Version history

Version	Approved by	Approval date	Details
1.0	Executive Management Committee	29 June 2015	
1.1	Executive Management Committee	17 January 2021	Minor changes

Document owner: CEO