



Policy and Procedures –

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 enrolled students at TIIS.

## 2. Requirements

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

- a. The Education Services for Overseas Students (ESOS) Act 2000
- b. The National Code of Practice for Providers of Education and Training to Overseas Students 2018 (National Code 2018)
- c. Higher Education Standards Framework (Threshold Standards) 2021

## 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

Refund Scenarios (& refundable Fee Item (s))	Refund Decision(s)
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 4 weeks prior to course commencement	30% tuition fee refund less enrolment and course material fees
Withdrawal of course less than 4 weeks from course commencement and/or after course commencement	No refund
Visa cancellation due to student's actions (including students' voluntary cancellation or withdrawal)	No refund
Enrolment cancellation due to actions of the student including breaches of TIIS's Policies and Procedures, visa cancellations and etc.	No refund
Compulsory health insurance (student visa only)	Refer to the OSHC provider
If TIIS withdraws its offer to deliver the course before the course commencement date	Full tuition fee refunds less enrolment and administration fee
If TIIS withdraws its offer to deliver the course after the course commencement date	Partial tuition fee refund (referring to the unused tuition fee based on units completed)

### Notes:

1. If the student is not satisfied with TIIS's refund policy or its Grievances Handling policy, the student has a right to seek external advice and pursue action under Australia's consumer protection laws.
2. TIIS will only refund monies to the student's nominated bank account.
3. Students will be able to appoint a specified person(s), other than the overseas student, who can receive a refund in respect of the overseas student identified in the written agreement, consistent with the ESOS Act.
4. The student must provide certified copies of the identification documents such as passport or driver licence of the specified person(s), who must provide a statement to confirm that he has been appointed to receive the refund in respect of the overseas student identified in the written agreement with signature and a signature of a witness.
5. 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 Department of Home Affairs Immigration and Citizenship must be provided 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 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 (refund application form, payment receipt, bank transfer records, copy of visa rejection etc.) and provide a copy of the same to TIIS Student Service Team in person at reception or via email [info@tiis.edu.au](mailto:info@tiis.edu.au).
- b. TIIS Student Service Team will coordinate with the CEO to determine a decision based on the evidence provided.
- c. The decision will be conveyed by the Student Service Team to the student regarding the outcome of their refund application. The notification is provided within 28 days of receipt of the student's request for refund.

## 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. Summary of the TPS

The Tuition Protection Service (TPS) is an initiative of the Australian Government to assist international students whose education providers are unable to fully deliver their course of study. 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.

In the unlikely event your education provider is unable to deliver a course you have paid for and does not meet their obligations to either offer you an alternative course that you accept or pay you a refund of your unspent prepaid tuition fees (this is called a provider's 'default obligations'), the TPS will assist you in finding an alternative course or to get a refund if a suitable alternative is not found.

### How does it work?

**Step 1:** Your education provider stops providing or does not start providing your course as agreed and does not meet their default obligations. The TPS contacts you and creates an account for you.

**Step 2:** Register with or log-on to the TPS and provide proof of identity.

**Step 3:** The TPS online system will assist you to find options for completing your study in Australia.

**Step 4:** Accept preferred suitable offer. You commence study as agreed. TPS transfers any unspent pre-paid tuition fees to your new provider. **OR**

If there are no suitable alternative courses or offers, you may apply for a refund of the amount of any unspent pre-paid tuition fees you have paid the provider. These are any tuition fees you have already paid that are directly related to the course which you haven't yet received. Any remaining unspent tuition fees are refunded to you. **Note:** Ceasing study may affect your visa. Contact the Department of Home Affairs on 131 881 for assistance.

**Note:** The step by step process described above is for guidance purposes only and to the extent that it is inconsistent with the *Education Services for Overseas Students Act 2000* (the ESOS Act) the ESOS Act prevails. Providers should not rely on this step by step process description alone and must read the requirements in the ESOS Act.

## 8. Dispute Resolution

If the student is not satisfied with TIIS's refund or related policies, the student has a right to lodge an internal appeal or seek external advice according to TIIS Students Grievances Handling Policy or pursue action under Australia's consumer protection laws.

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. For further details, please refer to TIIS Student Grievances Handling Policy.

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

## 9. Version history

Version	Approved by	Approval date	Details
1.0	Executive Management Committee	29 June 2015	Document Creation
1.1	Executive Management Committee	17 January 2021	Minor changes
1.2	Executive Management Committee	17 October 2021	Minor changes
1.3	Executive Management Committee	18 January 2022	Minor changes

Document owner: CEO